



人权理事会
普遍定期审议工作组
第三十六届会议
2020年5月4日至15日

根据人权理事会第16/21号决议附件第5段提交的
国家报告*

克罗地亚

* 本文件按收到的文本翻译印发。文件内容并不意味着联合国秘书处表示任何意见。



一. 方法

1. 2019 年初，克罗地亚共和国提交了关于第二周期建议后续情况的自愿和广泛的中期报告。¹

2. 普遍定期审议第三次报告是根据人权理事会第 16/21 号决议附件第 5 段提交的。它是在外交和欧洲事务部的协调下，与以下主管国家行政机构合作编写的：司法部；内政部；人口、家庭、青年和社会政策部；科学教育部；公共管理部劳动和养老系统部；克罗地亚退伍军人事务部；人权和少数民族权利办公室；性别平等办事处；中央国家重建和住房关怀办公室和克罗地亚共和国国家检察官办公室。与民间社会(2019 年 11 月)和议会议员(2020 年 1 月)进行了互动讨论，提出的一些建议获得通过。² 该报告于 2020 年 1 月 23 日由克罗地亚政府(政府)通过。

二. 立法和体制框架以及促进和保护人权——良好做法实例

3. 在保护人权方面取得的立法进展和实践中的挑战将是克罗地亚代表团在介绍报告时的介绍性发言的一部分。

4. 为支持所介绍的建议执行情况(第三章)，下面概述几个良好做法的例子(选定的优先专题——打击暴力、贫穷和战争罪)(第二章)：

- 在批准《伊斯坦布尔公约》之后，政府通过了新的《性暴力案件应遵循的准则》(2018 年)，以期对受害者实行标准化程序，确保主管机关和机构的统一做法，并向受害者提供高质量和高效率的援助；³
- 关于家庭暴力案件应遵循程序的准则(2019 年 6 月)——见第 33 段；
- 2014-2015 年，实施了由性别平等办事处和伙伴协会发起的“我的反对暴力之声”项目(欧盟基金——202,680 欧元)，目的是提高人们，特别是年轻人对一切形式暴力侵害妇女和女孩行为的不可接受性的认识；开展了一次公众宣传活动，制作了一个视频宣传片“尘埃”，并于 2017-2018 年重播；在学校组织了教育讲习班，并举行了一次性暴力问题国际会议；在该项目框架内首次印制了《伊斯坦布尔公约》；
- 内政部与教育系统、福利系统、司法机构、专门监察员办公室和地方与区域自治单位、商业实体、机构、媒体和民间社会组织的代表合作，制定了一个新的预防项目“LILY”，旨在防止一切形式的暴力侵害妇女行为，并提高对性别平等和无暴力生活重要性的认识。⁴

5. 除《社会福利法》外，还通过了“2014-2020 年消除贫困和社会排斥战略”，其中界定了面临贫困和社会排斥的最脆弱群体(儿童和年轻人、老年人和养老金领取者、失业者和残疾人)。还制定了贫困地图，并实施了“共同对抗儿童贫困”结对项目(克罗地亚和法国公共行政部门的联合项目——100 万欧元)。为了减轻贫困，在欧洲援助最贫困人口基金项下，已经与 32 名受益人签订了金额为 1.6314 亿克罗地亚库纳的合同。在 2016/2017、2017/2018 和 2018/2019 学年，签订了 8,502 万克罗地亚库纳共同资助贫困风险儿童学校膳食的合同，每年为 30,000 名儿童提供 930 万份膳食。公布了新学年 2,500 万克罗地亚库纳的募捐。

6. 2015 年，克罗地亚共和国国家总检察长、波黑首席检察官、塞尔维亚共和国战争罪检察官和联合国波黑驻地协调员签署了《关于改善起诉战争罪和寻找失踪人员区域合作的指导方针》，在此基础上，克罗地亚共和国国家检察官办公室还参与了联合国开发计划署“加强起诉战争罪和寻找失踪人员区域合作”项目。⁵

7. 克罗地亚退伍军人事务部发起通过了《关于国土战争失踪人员的法案》(2019 年)，该法案于 2019 年 7 月 12 日在克罗地亚议会获得一致通过。在此之前，没有一部法律规范国土战争失踪人员及其家庭成员的非物质权利。该法确保更高水平地保护家庭了解其失踪成员命运真相和维护失踪人员尊严的权利。⁶

三. 第二轮普遍定期审议的建议实施情况

国际文书和报告程序⁷

8. 克罗地亚是人权领域几乎所有国际文书的缔约国。2017 年，克罗地亚批准了《儿童权利公约关于设定来文程序的任择议定书》，并于 2018 年批准了《欧洲共同体关于防止和打击暴力侵害妇女和家庭暴力的公约》(下称《伊斯坦布尔公约》)，⁸ 并于 2019 年批准了《欧洲委员会禁止贩运人体器官公约》。《保护所有人免遭强迫失踪公约》和《经济、社会、文化权利国际公约任择议定书》的批准仍在审议中。在国际保护和移民领域，除了批准主要文书之外，《关于难民地位的公约》(1951 年)及其议定书(1967 年)之外，克罗地亚通过直接适用条例和将指令纳入其立法，履行了公认的国际义务。⁹

9. 克罗地亚拒绝普遍定期审议关于批准《保护所有移徙工人及其家庭成员权利国际公约》和关于男女家庭佣工的《国际劳工组织第 189 号公约》的建议。¹⁰

10. 正在起草应提交的报告：《消除一切形式种族歧视国际公约》；¹¹ 《儿童权利公约》；《儿童权利公约关于买卖儿童、儿童卖淫和儿童色情制品问题的任择议定书》和《经济、社会、文化权利国际公约》。民间社会组织参与了报告的起草。

11. 克罗地亚拒绝建议 5.41: 设立一个负责履行其国际义务的部际委员会。¹² 关于建议 5.23: 承认消除一切形式种族歧视委员会根据《消除一切形式种族歧视国际公约》第十四条的权限，我们在此声明，克罗地亚对人权领域的个人申诉，包括关于侵犯《消除一切形式种族歧视国际公约》所保护的权利的行为，有一个全面的国家立法框架。

立法和国际框架¹³

2019 年至 2024 年国家保护和促进人权方案

12. 起草工作正在进行。¹⁴

监察专员办事处的活动

13. 监察专员办事处定期向克罗地亚议会提交年度报告。除监察专员办事处外，还有三个专门的监察专员公署：儿童监察专员公署、性别平等监察专员办事处和

残疾人监察专员办事处。为改善公民的申诉途径，设立了地区监察专员办事处和儿童事务监察专员办事处(里耶卡、奥西耶克和斯普利特)和残疾人事务监察专员办事处(奥西耶克和斯普利特)。

14. 所有监察专员办事处工作资金都在国家预算中得到保障，并且每年都在增加，这反映在雇员人数上(2015-2019 年期间新增 10 名雇员)。办事处可为特殊项目获得额外资金。

人权指标

15. 这类指标是通过各种活动来实施的。一个良好做法的例子是“全面研究监测 2013-2020 年罗姆人融入国家战略执行情况的基础数据”。

腐败

16. 通过了实施 2015-2020 年反腐败战略的双年度行动计划。2019 年 5 月，通过了《2019-2020 年行动计划》，这也是当前战略时期的最后一份实施文件。2019 年 2 月，通过了《举报人保护法》，该法建立了高效举报违规行为、保护举报人诚信的制度。监察专员被任命为举报违规行为的外部机构。还通过了《2019 年至 2020 年国有独资企业反腐败方案》，并采取措施加强国家一级公共资产管理的反腐败机制。关于为政治活动、竞选活动和全民投票提供资金的法案(2019 年)引入了监测筹资的电子系统(这有助于监督机制和公众监测的财务报告)。

人口的医疗保健

17. 医疗机构的数量和分布由公共医疗服务网络决定。¹⁵

歧视¹⁶

2017-2022 年全国反歧视规划

18. 与随附的 2017-2019 年行动计划一起，这一规划包括实施和融资的措施、主管部门、指标和时间框架。通过向政府提交的报告对执行情况进行了监测。¹⁷

提高认识

19. 为法官、律师、检察官、警察和民间社会组织组织了关于仇恨犯罪和仇恨言论的专业研讨会，在此期间开展了打击歧视的公共运动。

就业方面的歧视

20. 2019 年，为雇主、工人代表、保护工人尊严专员、工会专员和工人理事会成员举办了一次研讨会，以提高地方一级对劳动部门歧视的认识，并开展了一场旨在促进积极工作环境的运动。

仇恨犯罪、仇恨言论和诽谤¹⁸

刑事立法

21. 《刑法》将仇恨犯罪定义为因一个人的种族、肤色、宗教、国籍或民族血统、语言、残疾、性别、性取向或性别认同而犯下的刑事犯罪。如果《刑法》未明确规定更严厉的处罚，这种行为将被视为加重情节。¹⁹《刑法》还规定了“公开煽动暴力和仇恨”的刑事犯罪。²⁰

22. 《刑事诉讼法》禁止刑事诉讼中的歧视。²¹

机制

23. “2017-2019 年反歧视行动计划”载有关于以下方面的具体措施：预防和打击仇恨犯罪和仇恨言论、改进数据收集系统、组织圆桌会议和运动、监测《打击网上非法仇恨言论行为守则》的执行情况、公布仇恨犯罪案件的年度数据和向仇恨犯罪受害者提供支持的记录。部门间仇恨犯罪监测工作组正在积极开展工作，成立该工作组的目的是，在主管机构之间交流信息，并规划有效预防和打击仇恨犯罪。

训练

24. 定期为法官、律师、检察官、警察和民间社会组织举办关于《刑法》中有关仇恨犯罪和仇恨言论(特别是针对少数民族和性别少数群体成员)规定的专业研讨会。²² 关于在政治舞台上打击仇恨言论和制裁公开煽动暴力和仇恨的建议是运动的一部分。

监狱/酷刑²³

立法

25. 《刑法》规定了酷刑和其他残忍、不人道或有辱人格的待遇或处罚的刑事犯罪，并与《禁止酷刑公约》保持一致。²⁴ 根据《监狱判决执行法》，监狱判决的执行方式保障囚犯的人格尊严。²⁵《刑事诉讼法》禁止对被告或证人进行任何医疗干预，或施用某些意图影响他在陈述时的意志的制品或使用武力或威胁。违反禁令取得的陈述不得在诉讼中用作证据。

“对受害者的个性化评估”概念

26. 这一概念的出台加强了受害者的地位(《刑事诉讼法》2019 年最新修正案)。评估由进行讯问的机构与向刑事罪行受害者提供援助和支持的机关、组织或机构合作进行，并确定是否需要受害者采取特别保护措施，如果需要，采取哪些措施。对受害者的个性化评估考虑到受害者的个人特征、刑事犯罪的类型和情节(适当包括恐怖主义、有组织犯罪、人口贩运、基于性别的暴力、亲密关系暴力、性暴力和剥削的受害者)。对受害者的面谈次数被保持在最低限度。

对受害者和证人的支持

27. 2016-2020 年开发受害者和证人支助系统国家战略的目标是，从实施刑事犯罪之时起和诉讼期间向受害者和证人提供适当的支持。它由在法院运作的受害者

和证人支助部门以及在司法部内运作的受害者/证人支助厅确保。通过了一项行动计划，以扩大支助系统，并设立新的受害者和证人支助部门。七个县法院的受害者和证人支助部门(主管战争罪程序的执行)向受害者和证人(以及他们在面谈期间在场的陪同人员)提供情感支持，并提供关于受害者和证人权利的信息。

减轻监狱人满为患的状况

28. 假释服务处对自由服刑(或部分刑罚)的犯罪人进行监督。刑事政策为更频繁地对被评估为再次犯罪风险较低的人实施替代性制裁(保护性监督下的社区服务/假释)创造了条件。

未成年人的待遇

29. 根据《少年法院法》(该法已与《儿童权利公约》保持一致)和《关于监狱执行调查性监禁的收容规则法令》(2010年)，确保对未成年人落实执行调查性监禁的条件。对未成年人的调查性监禁仅作为最后手段使用。²⁶ 刑事诉讼是紧急事项。会顾及未成年人的最大利益，警方在涉案人父母或监护人在场的情况下操作。

监护权

30. 《家庭法》规定了有关监护权和剥夺法律行为能力的程序，并与《残疾人权利公约》保持一致。如果主管社会福利中心认为，一个成年人因智力障碍或其他原因而无法照顾自己的需要和权益，或对其应照料的人的权益构成风险，该福利中心理所当然地会向法院建议提起诉讼程序，剥夺此人的法律行为能力，并指定一名特别监护人。法院仅作出部分剥夺某人法律行为能力的裁决(完全剥夺法律行为能力的概念已被废除)，并确定有关人员不能独自从事的活动——他/她可独立开展其他活动，而且，尽其所能地在就其权利作出决定的诉讼中提供其意见。

31. 社会福利中心将部分被剥夺法律行为能力的人置于监护之下，并在可对法院裁决提出上诉的30天期限内指定一名监护人。²⁷

住宿服务

32. 在《社会福利法》中对此作了规定，作为机构或非机构照料(寄养家庭和家庭住宅)提供。除法律规定的情况外，未经受益人同意(或未经其监护人或法定代表人同意)，不得向受益人提供住宿服务。²⁸

家庭暴力²⁹

立法框架

33. 家庭暴力已被确认为刑事犯罪，任何人如果严重违反防止家庭暴力的法律，并因而使家庭成员或近亲担心其人身安全或与其关系密切的人的安全，或使其家庭成员或亲近的人处于有辱人格的境地，但其在这样做时未犯下更严重的刑事犯罪，将被判处三年监禁。因此，《刑法》涵盖了较严重形式的家庭暴力，这些暴力超出了《防止家庭暴力保护法》规定的轻罪责任。《关于修订〈刑法〉的法案》(2018年)对刑事起诉没有规定法定时效，对导致儿童死亡的性虐待和性剥削

儿童的严重刑事犯罪所判刑罚，也未规定执行的法定时效，而且对这些刑事犯罪加重了处罚。

34. 《刑事诉讼法》规定，诉讼程序不得拖延，在被告被暂时剥夺自由的诉讼程序中，法院和国家机构将特别紧迫地进行诉讼。³⁰

35. 新的《防止家庭暴力法》系统化地规定了受害者的广泛权利，³¹ 并扩大了家庭暴力的定义，其中包括对儿童的身体暴力、体罚或其他形式的羞辱待遇、造成尊严伤害或焦虑的心理暴力、性骚扰、禁止或妨碍使用共同或个人财产行为的经济暴力、无法处置通过个人手段或通过继承获得的个人收入或财产、致使丧失就业机会、剥夺维持共同家庭和照料儿童的资源，忽视残疾人或老年人的需要，使其焦虑或侮辱其尊严，从而造成身体或精神上的痛苦。目前正在制订该法的修正案和旨在加强对受害者保护的《刑法》修正案。

36. 除了总的权利目录外，《刑事诉讼法》还规定了侵犯性自由的刑事罪行受害者的单列权利目录。在一项刑事诉讼原则下，《刑事诉讼法》禁止歧视。

37. 人口、家庭、青年和社会政策部编写了一项关于“家庭暴力案件应遵循的程序准则”的新提案，政府于 2019 年 6 月通过了该提案。³² 已经通过了一些条例。³³

38. 中央国家重建和住房关怀办公室，根据《支持地区的住房关怀法》，在克罗地亚各地对家庭暴力受害者开展住房关怀——2019 年向 6 个家庭提供了住房。

39. “2017-2022 年防止家庭暴力国家战略”是对国家政策的延续执行，旨在确保更高水平的保护和提高受害者的生活质量。³⁴

40. 自 2018 年 10 月 1 日以来，《伊斯坦布尔公约》对克罗地亚共和国生效，2018 年和 2019 年分别拨出 71,082,327.00 克罗地亚库纳和 70,566,264.00 克罗地亚库纳用于公约的实施。³⁵ 从 2016 年到 2019 年，性别平等办事处印制了 1,600 份《公约》。

向受害人提供协助

41. 警方以预防家庭暴力和暴力侵害妇女为优先行动，并使监察专员能够深入了解在具体案件中采取的程序，这确保了对调查有效性的独立监督。为改善这一合作，成立了“全面监督、数据收集、杀害妇女案件分析和报告监测机构”，并成立了负责预防和处理危害青少年和家庭犯罪的警察队伍。刑事犯罪是根据受害者和犯罪者之间的性别、年龄和亲属关系进行统计监测的。

42. 在第一次与警察接触时，受害者被告知其权利，口头告知和书面告知。³⁶ “监督和改进从事刑事和轻罪诉讼的机构的工作以及执行与防止家庭暴力有关的制裁事宜委员会”负责监督《防止家庭暴力法》的执行情况。警察行政部门使用量身定做的表格，其中载有各类受害者(儿童、人口贩运、性自由)的权利和可获得的支持的信息，这些表格被翻译成 20 多种语言，并向受害者义务提供。³⁷

43. 2019 年，人口、家庭、青年和社会政策部发起呼吁，征求关于支持家庭暴力受害者咨询办公室工作的建议——3,000,000.00 克罗地亚库纳(对受害者的咨询和对咨询办公室工作人员的培训)。

训练

44. 内政部加强了培训，³⁸ 并不断开展教育和预防活动，其中涉及处理两性平等和性别平等以及家庭暴力问题的民间社会组织。³⁹ 人口、家庭、青年和社会政策部⁴⁰ 和克罗地亚共和国国家检察官办公室也进行培训(对警察、检察官和法官进行进一步培训)。

性别暴力

45. 仇恨犯罪的定义涵盖了性别暴力(见第 21 段)。《刑法》规定了多项刑事罪行(严重谋杀、女性外阴残割、严重身体伤害、严重妨害性自由的刑事罪行等)，这些罪行以仇恨为动机，作为加重情节，受到更重的处罚。

46. 人权事务委员会关于基于性别的暴力的建议(2015 年)得到落实，并且，根据《福利法》向受害者提供旨在提高其生活质量的服务。服务提供者(社会福利院、提供社区服务的中心)在 19 个收容所为家庭暴力受害者提供住宿、咨询和援助。它们由民间社会组织、宗教团体和其他法人经营，服务资金由发放到个人的系统提供——每位受害者每月 3,400.00 克罗地亚库纳。向家庭暴力受害者自治妇女庇护所提供支助(三年一度的竞赛——每年 2,100,000.00 克罗地亚库纳)。根据《伊斯坦布尔公约》，正在其余 6 个县建立新的庇护所，以实现区域平衡。

47. 此外，还举办研讨会。⁴¹ 性别认同表达自由得到了《刑法》保障，《刑法》规定侵犯平等为刑事犯罪。⁴²

为暴力受害者提供医疗保健

48. 一些法律⁴³ 和法令规定了处理家庭暴力和/或虐待和忽视儿童案件应遵循的程序。《性暴力案件应遵循的程序准则》规定了主管部门在处理受害者时应遵循的标准化程序。⁴⁴

妇女权利⁴⁵

性别平等国家政策

49. 正在拟订新的 2020-2024 年国家政策。

提高对性别平等的认识

50. 性别平等办事处定期向公众通报《性别平等法》和其他反歧视法律，以及国家和国际文件，并出版和分发给广泛的利益相关者。性别平等办事处翻译了欧洲委员会关于预防和打击性别主义的建议 CM/REC(2019 年)(印刷了 1,000 份)。关于性别平等办事处项目，请参阅尾注⁴⁶ ⁴⁷。作为赞助方，该办事处定期支持由“Zaposlena”杂志组织的“年度女性”活动(在创业、文化和科学领域)。

51. 根据地中海监管当局网络(电子媒体机构是其成员)的国际倡议，启动了一个新的门户网站 zeneimediji.hr，该门户网站处理妇女地位、性别平等和媒体的作用等问题。⁴⁸

52. 政府签署了《欧盟关于数字领域妇女问题的承诺宣言》，并委托中央数字社会发展国家办公室和性别平等办事处协调其执行工作。⁴⁹

政治上的平等

53. 2017 年的地方选举带来了在代议和行政部门中女性比例的增加。与 2013 年相比，女性地级市议员的比例上升了约 10.3%(从 15.7%上升到 26%)，女性市议员的比例上升了约 4%(从 23.1%上升到 27%)，女性县议员的比例上升了 6.1%(从 20.7%上升到 26.8%)。与 2013 年相比，女性副县长的比例上升了 7.4%，从 22.2%上升到 29.6%。女性市长比例上升了 1.6%，女性副市长比例上升了 4%。女性地级市长的比例上升了约 2%，而女性副地级市长的比例上升了约 4%。(资料来源：国家统计局，《2018 年克罗地亚男女状况》和国家选举委员会)。在 2016 年的上一次议会选举中，女性候选人占 39.7%，在本届克罗地亚议会中，她们拥有 20% 的议会席位。目前，女性部长在政府中的比例为 20%。在欧洲议会选举(2019 年)中，在 33 份克罗地亚共和国候选人名单中，女性占 40.9%——5 名女性(41.6%)和 7 名男性当选。

打击工作环境中基于性别的歧视

54. 《劳动力市场法》列出了一份详尽的免除清单。⁵⁰《劳动法》规定绝对禁止解雇孕妇和休产假或育儿假的母亲。《性别平等法》禁止在就业和工作领域的歧视。用人单位不得因妇女怀孕而拒绝聘用，也不得以较差的条件向其提出签订就业合同。还开展了活动和项目。⁵¹ 2016 年，性别平等申诉专员办公室，会同民间社会组织“Roda”，开展了一项关于工作时间母乳喂养权使用情况的调查。

55. 劳动和养老系统部的“许愿——为妇女创造就业机会方案”项目符合欧洲标准和就业政策指导方针。⁵²

56. 克罗地亚复兴开发银行提供一项贷款方案，目的是发展妇女拥有多数股权的中小型企业。

养老金制度

57. 出台了养恤金附加服务年限类别(2019 年)。所有母亲，每生育或领养一个孩子，在她们满足年龄条件和计算养恤金的应计养恤金服务期而实现了领取养老金的权利时，都会被增记六个月的服务期(这有助于缩小男性和女性之间的差异)。性别平等监察专员办公室与各部门和民间社会组织合作，启动了一个名为“权利平等——同酬——同等养老金”的欧盟项目，旨在实现性别平等和预防贫困。

儿童权利⁵³

克罗地亚共和国 2014-2020 年儿童权利国家战略

58. 通过该战略的目的是，改进对儿童权利的全面和综合做法，消除一切形式的暴力侵害儿童行为(向政府提交年度报告)。⁵⁴

关怀儿童

59. 《家庭法》包含父母优先照顾子女的原则，机构只有在必要时才规定向他们提供援助的义务，并诉诸比例原则和对家庭生活进行最温和的干预。⁵⁵ 对标准寄养父母和特殊寄养父母实行强制性保险(2019 年)。

对儿童的歧视

60. 《反歧视》和《刑事诉讼法》禁止任何形式的歧视，保护不受歧视载入了国家文件。⁵⁶ 人口、家庭、青年和社会政策部为旨在消除贫困和社会排斥的项目提供财政支持，特别是那些为来自社会弱势家庭的小学生提供学校膳食的项目。

预防暴力和受害者重返社会

61. 《家庭法》规定了对儿童的保护，并具体规定了措施。⁵⁷ 除了 2017-2022 年防止家庭暴力国家战略外，还在一系列文件中作出了开展合作的规定。⁵⁸ 人口、家庭、青年和社会政策部不断向家庭暴力受害者妇女和儿童的咨询中心和庇护所以及民间社会组织的项目提供财政支持(每年 4,000,000.00 克罗地亚克朗)。国家儿童呼叫中心的工作取得了成功(116111)。

性暴力

62. 《刑法》规定了对儿童性虐待和性剥削的刑事罪行，针对婚姻、家庭和儿童的刑事罪行，以及侵犯性自由的刑事罪行。“2017-2022 年保护免受家庭暴力国家战略”包含保护儿童免受性剥削的措施；新的“关于性暴力案件应遵循的程序的准则”明确了义务和合作领域。人口、家庭、青年和社会政策部为民间社会组织旨在防止针对儿童的性暴力和情感暴力的项目提供财政支持。

儿童受教育的权利

63. 根据《儿童权利公约》、法律和“克罗地亚共和国 2014-2020 年国家儿童权利战略”(其中包含许多措施)，确保每个儿童都享有这一权利。⁵⁹

发育残疾儿童的全纳教育

64. 克罗地亚各地，包括农村地区，都采取了改善措施。科学教育部提供资金用于：在教育机构就业(班级助理、⁶⁰ 向发育障碍学生提供直接支持的专业沟通调解员)、改装交通工具、教具和学校膳食。⁶¹ 科学教育部确保 29,868 名发育障碍学生在普通或特殊中小机构接受教育(通过了法令⁶²)。“2017-2020 年残疾人机会均等国家战略”促进：通过提供公共服务和公共交通，培训教育系统中的专业人员，使他们做好从事发育残疾儿童工作的准备，并将这一领域的研究引入大学课程等做法，落实统一设计原则。

少数民族语言文字教育

65. 这方面的教育受到《克罗地亚共和国宪法》、《宪法少数民族权利法》和《少数民族语言和文字教育法》的保障。这是通过三种教育模式实现的：(A) 所有科目都有用某种少数民族语言和文字的授课；(B) 自然科学科目用克罗地亚语授课，社会科学和人文科学科目用少数民族语言授课；(C) 培养语言和文化：除了用克罗地亚语讲授的普通课程外，还提供少数民族语言和文化课程，并用少数民族语言授课⁶³ (统计数字见尾注⁶⁴)。少数民族学校使用母国的教科书学习少数民族语言(捷克语、匈牙利语、塞尔维亚语和意大利语)，但也用于其他科目。继续向用少数民族语言和文字授课的班级/学科教师提供专业培训。

罗姆人——平等接受教育的机会

66. “国家罗姆人包容战略”界定了确保罗姆人平等获得教育权、健康权和在家庭环境中生活的权利、使用其语言和文化特性权利的活动。⁶⁵ 每年为罗姆人的教育拨款超过 1,000 万克罗地亚库纳。⁶⁶ 克罗地亚不实行种族隔离的政策。除罗姆人占多数的地区外，罗姆儿童与其他学生一起接受教育。因此，在梅吉穆列县(几乎覆盖所有罗姆小學生的三分之一)，有一些班级只有/主要是罗姆儿童。⁶⁷ 政府不断努力，通过提供条件(设施、交通、工作人员等)实现最佳比例(30%罗姆人，70%其他人)。

对未成年人的审前拘留

67. 对未成年人的保护实行高标准。根据《少年法院法》，警方必须立即并且不晚于逮捕后 24 小时(或在最高可判处一年有期徒刑的刑事犯罪案件中，不迟于逮捕后 12 小时)将被逮捕的未成年人移交给监护监督员或予以释放(进一步程序见尾注⁶⁸)。正在制订立法修正案，将关于在刑事诉讼中对作为嫌疑人或被告的儿童的程序保障的 2016/800 号(欧盟)指令转为国内立法。对未成年人的调查性监禁仅作为最后手段使用，与罪行的严重性和预期的制裁成比例，并在最短的必要时间内适用，而且只有在无法通过在家中实施预防措施、临时住所或调查性监禁来实现其目的的情况下才适用。⁶⁹

寻求国际保护的儿童

68. 这些儿童与克罗地亚公民儿童享有同等的接受小学和中学教育的权利，⁷⁰ 并被安置在国际保护寻求者接待中心(萨格勒布、库蒂纳)，在抵达后不久，与克罗地亚公民儿童一起被纳入学前班和学校系统。⁷¹

去机构收容化

69. “2018-2020 年去机构收容、改造和预防机构收容计划”和“支持去机构收容进程和防止儿童和青年的机构收容”行动(第一阶段，ESF 项下 63,000,000.00 克罗地亚库纳)正在实施中。已签约 7 个项目，金额为 3,965 万库纳。

残疾人⁷²

《残疾人权利公约》的实施

70. 政府的残疾人委员会监测《公约》的执行情况，而且，在 2017 年，它确定了修订立法的优先事项，以提高残疾人的生活质量并遵守《公约》。“2017-2020 年残疾人机会均等国家战略”加强了《公约》的实施和统一设计和合理适配原则的实施。通过社会福利机构⁷³ 提供广泛的服务，旨在改善残疾人家庭的生活质量。为在 ESF 下对这些人进行保护，截至 2019 年 11 月，已经实施了金额为 2,860 万欧元的项目，并确保另外 3,233 万欧元的金额(将在 2020 年底之前实施/签约的项目)。

立法进展与扫除障碍

71. 为使聋人和聋盲人的机会均等，并承认他们使用手语的权利，通过了《克罗地亚聋人和聋盲人手语及其他交流系统法》。

72. 2017 年《社会福利法》修正案规定，残疾人的工资不再是行使个人残疾津贴权利的障碍(发放个人残疾津贴的目的是为了满足残疾人的包容需要)。⁷⁴

73. 《延长领取养恤金服务期法》(2018 年)扩大了被保险人的圈子——残疾人的领取养恤金服务期是根据延长的期限计算的(聋盲人、唐氏综合症患者等)，这有助于改善残疾人的地位。

法定监护权

74. 《家庭法》修正案废除了“成年后父母照顾”概念，因为将成年残疾人当作儿童对待是不可接受的。向前迈出的最重要的一步是规定部分剥夺法律行为能力(仅在有必要保护受监护人的权利并尽可能不受限制的领域)，并废除“完全剥夺法律行为能力”概念。正在审查根据以前法律发布的关于剥夺法律行为能力的所有决定，目的是恢复法律行为能力。特别监护中心(儿童和成人)已经成立。引入了“预先指示”概念——每个人在仍然具有法律行为能力的情况下，都可以指定他们希望的人作为其监护人(已经建立了预先指示和授权书登记册)。⁷⁵

精神或智力残障者的权利

75. 《精神障碍保护法》(2014 年)生效，新的条例规定：缩短精神病院的收容时间，对无制约的精神上无行为能力的人进行精神治疗，用无制约的精神治疗取代非自愿入院，限制对患有更严重精神障碍的人实施胁迫措施，确定一名受信任的人，在有关人员无法自行决定时由其作出决定。强制拘留/非自愿入院只有在此人因其精神紊乱而严重和直接危及其本人或他人生命的情况下才有可能，而且只有在法院作出裁决后才有可能。这项措施由精神病学家决定，一直持续到作出释放或强制拘留的决定。额外保护是通过以下义务确保的：精神病院有义务毫不拖延地向残疾人监察专员通报非自愿入院的情况。

改善社区服务

76. 2015 年和 2016 年，在 ESF 下实施了三项行动。⁷⁶ ESF 下的许多其他活动以及其他不同活动也在进行中。^{77 78}

平等就业机会

77. 《残疾人职业康复就业法》为确保实施职业康复的统一标准引入了单一框架。⁷⁹ 自 2015 年以来，建立了新的职业康复中心，目的是评估工作能力，为残疾人提供培训，使他们为工作做好准备，并在招聘时向雇主提供专业支持。⁸⁰ 在雇用残疾人方面，该法允许实行积极差别，实施公开市场就业模式或特殊条件就业模式(混合式和有保护的车间)，但须承诺确保工作场所的合理安排。⁸¹ 他们的就业趋势一直在稳步增长。⁸²

78. 《养恤金保险法》修正案改进了旨在加强剩余工作能力的职业康复；提高了康复期间的工资补偿；获得康复权的年龄增加到 55 岁。

通畅的无障碍性

79. 根据《建筑法》，建筑物的设计和建造方式必须使行动不便的残疾人可以进入和使用。⁸³

去收容化

80. 在 ESF 下，“支援残疾人士社会福利院进一步去收容化和转型：第一阶段” (135,000.00 克罗地亚库纳) 行动内的项目正在实施中，并已向 18 个为残疾人提供服务的机构发出了建议呼吁。⁸⁴ 目前正在实施总额为 5,596 万克罗地亚库纳的五个项目，其中三个项目也是针对有发育困难的儿童。⁸⁵

关怀地雷受害者

81. 通过公共宣传运动开展了关于地雷危险的教育，以期减少伤亡风险，这有助于地雷受害者人数的大幅下降。与《残疾人权利公约》下的义务相称的措施被纳入更广泛的法律框架和残疾人国家计划。与机构努力相辅相成的是，民间社会组织通过心理和经济项目向地雷受害者提供支助的活动。⁸⁶

男女同性恋、双性恋和变性人人群⁸⁷

2017-2019 年国家反歧视计划的实施行动计划

82. 这一行动计划规定了一些在《反歧视法》定义的基础上防止和打击歧视的活动。这包括禁止基于性取向的歧视。

培训

83. 关于仇恨犯罪和仇恨言论的刑法条款，通过为法官、律师、检察官、警官和民间社会组织的代表组织研讨会，对保护男女同性恋、双性恋和变性人以及少数民族成员给予了特别关注。

建议 5.111

84. 克罗地亚共和国不接受关于官员和虐待同性恋、双性恋者和变性者问题的建议。⁸⁸

人口贩运⁸⁹

文件

85. 新的战略文件旨在预防和及早发现人口贩运受害者，特别是儿童。⁹⁰

培训

86. 正在实施以下内容：警官教育方案，从刑事司法方面解决贩运人口问题；为警务人员举办的职业发展和专业化培训课程；为边境和干预警察举办打击人口贩运和偷运培训课程；在警察学院提供刑事调查专业研究生课程。⁹¹ 2018 年和 2019 年，为法官、检察官、警官和警察管理人员举办了两次打击人口贩运讲习班。

活动

87. “国家计划”规定了预防、侦查、起诉和制裁贩运人口罪犯的措施，以及向受害者提供援助和保护的措施。⁹² 全国委员会执行小组定期举行月度会议，以协调每一具体受害者识别案件的活动，并提供援助和保护。为更好地识别贩卖人

口刑事犯罪的犯罪者，检察院与内政部进行了合作。使用先进的方法侦查刑事罪行，包括金融调查，产生了更高的效率。

妇人和儿童

88. 为防止和打击人口贩运，特别是对妇女和儿童的贩运，少年犯罪专职警官和专门打击人口贩运的警官采取了协调一致的行动。⁹³ 所有与涉嫌虐待儿童有关的诉讼都是紧急的，而且，都是按照儿童最大利益原则进行的。⁹⁴

89. 已经确定了新的行动模式，特别是在贩卖儿童方面。⁹⁵

融资

90. 全国人口贩运受害者收容所(一个儿童收容所和一个成人收容所)由国家预算提供资金，由民间社会组织运营，为每个受害者制定个人计划。免费法律援助的资源⁹⁶ 每年都在增加。2018 年和 2019 年，人口、家庭、青年和社会政策部通过一项运动资助了六个项目，以提高公众对人口贩运的认识。从彩票收益中调拨了 422,000.00 克罗地亚库纳用于这一目的。

少数民族⁹⁷

少数民族权利——框架

91. 这方面的立法与国际协议保持一致。根据《宪法少数民族权利法》和其他条例，少数民族成员在教育、文化自治、宗教自由、在国家和地方行政部门就业、在国家和地方各级代议和执行机构中的代表权以及在媒体中的代表权等领域享有特殊权利。⁹⁸

提高认识

92. 政府与民间社会组织合作，组织研讨会和会议，以提高认识并加强媒体在打击媒体中的陈规定型观念和仇恨言论以及培养对歧视和不尊重少数民族成员权利的敏感认知方面的作用。⁹⁹

歧视

93. 实施了许多措施，以发展容忍和打击歧视，特别是基于种族原因的歧视，包括培训国家行政机构的雇员。为进一步改善少数民族的权利，政府通过了 2017-2020 年少数民族行动方案。¹⁰⁰ 针对少数民族的具体活动。¹⁰¹

代表与决策过程

94. 《克罗地亚议会代表选举法》规定，少数民族成员有权选举八名代表进入议会，议会在组成克罗地亚共和国领土的特别选区中选举产生。¹⁰² 代表由个人选举产生，当选的代表是得票最多的候选人。¹⁰³ 此外，少数民族成员也得到保障：(1) 在地方与区域自治单位的代表机构中有代表的权利；(2) 在这些单位的执行机构中有代表的权利；(3) 根据《宪法》和《选举议会和少数民族代表法》(2019 年)(该法对这些选举作了全面规范)，选举地方与区域自治单位的议会和少数民族代表。

95. 根据《关于在通过法律、其他条例和法案的程序中征求有关公众意见的业务守则》，少数民族成员积极参与这一进程(国家行政机构的义务)。

96. 中央国家门户网站自 2014 年以来一直在运营，为公民提供使用所有公共服务的机会，从而为少数民族成员提供这种机会。¹⁰⁴

使用语言和文字的平等

97. 克罗地亚是关于使用少数群体语言和文字权利的主要国际文书的缔约方(《保护少数民族框架公约》和《欧洲区域或少数群体语言宪章》)，并有义务根据这些文书提交报告。《克罗地亚宪法》保障所有少数民族成员使用其语言和文字的自由。这些权利还在以下法律中作了具体规定：《宪法少数民族权利法》、《少数民族语言和文字使用法》以及《少数民族语言和文字教育法¹⁰⁵》。

98. 2015 年，武科瓦市议会通过了“关于修订《武科瓦市规约》的法定决定”和“关于平等官方使用塞尔维亚少数民族语言文字的法定决定”。2016 年，议会人权和少数民族权利委员会向克罗地亚共和国宪法法院提交了一项请求，要求就这些法定决定的某些条款是否符合《宪法》和法律作出裁决。2019 年 7 月 2 日克罗地亚共和国宪法法院的裁决驳回了就“修订《武科瓦市规约》的法定决定”的某些条款是否符合《宪法》和法律作出裁决的请求，而“关于平等官方使用塞尔维亚少数民族语言文字的法定决定”的某些条款已被废除。

改善罗姆人社区的权利

99. 对“国家罗姆人包容战略”执行情况的分析表明，在罗姆人融入社会方面不断取得进展。¹⁰⁶ 2018 年，开展了“收集和监测有效实施国家罗姆人包容战略基本数据”项目，该项目确定了衡量这些文件在各级影响的起始值、罗姆人社区的需求和融入障碍。¹⁰⁷ 项目结果被分发到许多地址，是进一步专家分析的基础。¹⁰⁸

罗姆人的教育

100. 以下项目是共同出资的：学前教育和延长的日间课程；幼儿园(家长份额)；学校旅行和课外活动；克罗地亚语课程；学生奖学金；学生宿舍住宿以及成人识字和资格认证方案。

101. 为两个平等地位模块——罗姆尼(*romani čhib*)和博亚什(*ljimba dă băjaš*)——(根据 C 模式)编制了罗姆人少数民族语言和文化课的国家课程提案。¹⁰⁹

公民身份——罗姆人

102. 罗姆人的克罗地亚公民身份申请得到立即处理并保留单独的记录。国籍不明或国籍待定的罗姆人，如果符合《克罗地亚国籍法》第 8 条和第 9 条规定的要求，也可获得公民身份¹¹⁰ (统计数字见尾注¹¹¹)。

103. 根据难民署 2018 年的研究，相对较少的罗姆人是无国籍人或面临无国籍的风险(其他估计在 500 至 3,000 人之间)。

就业

104. 根据《宪法少数民族权利法》第 22 条，在国家行政机构、地方行政单位的行政机构和司法机构的招聘程序中，少数民族成员有权声明自己属于少数民族，并提出在同等条件下优先于其他候选人的权利。¹¹²

与贫困作斗争

105. 这一领域受《社会福利法》、《家庭法》和“克罗地亚共和国 2014-2020 年消除贫困和社会排斥战略”的监管，该战略查明贫困和社会排斥的原因，并提供进一步行动的预测。

106. 关于与贫困作斗争，《社会福利法》规定了受保障的最低津贴、住房津贴、取暖津贴和家庭援助，并安排受益人家中的食物。¹¹³

107. 使用欧洲援助最贫困人口基金，在“2014-2020 年解决物质和粮食匮乏问题的粮食和/或基本物质援助行动方案”框架内，执行了五项提案——三项是共同资助学校餐饮，两项是通过向最贫困的人提供非财政援助(粮食和/或基本物质援助)来缓解最严重形式的贫困。¹¹⁴

108. 人口、家庭、青年和社会政策部在呼吁开展 2018-2019 年促进弱势群体项目的范围内，资助了 7 个减少对罗姆人的社会排斥的项目(从彩票收益中调拨了 1,441,000.00 克罗地亚库纳)。

饮用水

109. 安全饮水权由《水法》和《人类生活用水法》规定。¹¹⁵

难民和回返者¹¹⁶

回返者

110. 2019 年 11 月 7 日，有 37 人被记录为具有流离失所者、回返者或难民身份(25 名流离失所者、8 名难民和 4 名回返者)。¹¹⁷

前租赁权持有人

111. 在国家特别关注的难民(希望返回的前租赁权持有者，而且，他们大多是塞尔维亚少数民族成员)区内外加速执行住房关怀行动计划已得到全面执行。根据 2007-2009 年标准(2010 年修订)，向直接受战争影响地区以及这些地区以外的 4,915 个前租赁权持有人家庭提供了住房。¹¹⁸ 2015 年，在国家行政管理办公室进行一审程序裁决时，共有 3,033 份申请。其中大部分是在 2019 年 11 月之前决定的，还有 85 项申请有待作出决定。¹¹⁹

区域住房方案

112. 克罗地亚积极参与解决难民问题的区域进程。¹²⁰ 目前正在实施 7 个区域住房方案子项目，这些项目将为 349 个家庭提供住房解决方案。到 2019 年年中，建成了 302 户家庭住房。该方案的实施将持续到 2021 年年中，并已批准了两个新项目，将为另外 63 个家庭提供住房。正在建设中的武科瓦尔 21 户家庭公

寓楼、HR7 项目、HR8 项目“翻修、重建或建造至多 25 户家庭住房”和 HR9 项目“购买至多 38 套公寓”正在获得政府的批准。

区域住房方案

113. 该方案是根据不同模式提供的。¹²¹ 通过战争受损家庭住房和公寓翻修方案，翻修了 150,768 户家庭住房和 7,658 套公寓。建材捐赠住房关怀模式涵盖 12,239 名受益者。新的《受支持地区住房关怀法》(2019 年)已生效，旨在促进受支持地区和国家特别关注地区的人口经济增长、返回和居留。

114. 2017-2018 年期间，投资了 8.335 亿克罗地亚库纳用于区域发展，新的法律¹²² 促进区域统一发展，并向 2019 年区域发展基金额外拨款 4.34 亿，使这三年的投资额比 2012-2015 年期间的投资额高出 6 倍。

财产归还

115. 为了安置流离失所者和难民，使用了废弃的私人建筑物，后已归还业主。¹²³

116. 中央国家重建和住房关怀办公室负责与针对克罗地亚共和国的法庭诉讼程序有关的活动，以及其他与归还私人财产有关的非行政案件。¹²⁴ 中央国家重建和住房关怀办公室已采取一切措施，确保向有权获得住房照顾的人提供适当的替代住房，并对无权享有这一权利且拒绝搬出他人私有物业的用户启动动迁程序。在 2015 年至 2019 年期间，退还了 47 套私人产权住房，在剩余的 17 起案件中，将予以退还。¹²⁵

所谓的“逾期但未支付的养老金”

117. 已经发布了必要的裁决(克罗地亚共和国宪法法院、国际劳工组织、欧洲人权法院)，大意是，对于在国土战争期间从克罗地亚共和国被占领地区逃到塞尔维亚共和国的人，克罗地亚共和国没有义务为其支付这些养老金。基本申诉是养老金是个人权利，而不是集体权利。然而，无论裁决如何，任何认为自己是受害方(包括波斯尼亚和黑塞哥维那公民)的人都可以个人身份向克罗地亚共和国主管机关提起诉讼。

移民、寻求国际保护的人和获得国际保护的人¹²⁶

保护移民权利

118. 通过修订《外国人法》(2018 年)进一步遵守了《第 2008/115/EC 号回返指令》，内政部在此基础上与克罗地亚法律中心合作，一直在监测强迫回返情况。《关于在返回过程中提供免费法律援助的条例》于 2019 年 1 月 1 日开始适用，并规定有义务向有兴趣提供法律援助的候选人发出公开征集。

给予国际保护

119. 相关程序由《国际和临时保护法》和《无人陪伴儿童待遇议定书》(2018 年)规定。“都柏林程序”优先于国际保护程序，该程序由《欧盟都柏林第三规则》加以规定，它规定了程序和法律补救的时限。为提高国际保护程序的效率，根据欧洲庇护支持办事处培训课程(设在马耳他的办事处)在马耳他在线或研讨会

上提供持续培训。由于工作量的增加，这一领域的雇员人数正在增加。寻求国际保护的人数有所增加，给予国际保护的決定数目作了记录。¹²⁷

基于人道主义理由暂时居留

120. 这种居留受《外国人法》管理，该法与“关于向遭受人口贩运或成为助长非法移民行为对象但与主管机关合作的第三方国家国民发放居留证的理事会第2004/81/EC(2004)号指令”保持一致。¹²⁸

融入

121. 根据《国际和临时保护法》的规定，在克罗地亚共和国获得国际保护的人有融入权，即融入社会。¹²⁹

122. 克罗地亚积极参与根据欧洲和国际文书重新安置难民的欧洲计划，到目前为止，获得庇护批准的 250 名叙利亚公民已从土耳其重新安置于克罗地亚，因此，根据 2015 年和 2017 年的政府决定，克罗地亚共和国完成了配额。¹³⁰

123. 2017 年至 2018 年期间，实施了“支持需要国际保护的第三国国民融入社会”项目，旨在提高人们对融入体系的认识和加强该体系的能力。¹³¹ 根据关于安置权的决定，在新改建的国有公寓(51 人)和租用的国有公寓(132 人)中，为获得国际保护的人提供了的两年免费住宿。在总共 64 套改建和配有设备的国有公寓中，有 29 套公寓被租赁给 107 名获得国际保护的人。随着有关安置权的决定的发布，将继续为这些人分配公寓。目前，自由市场上有 104 套公寓供 230 人租用。

124. 2018 年 7 月，“受庇护者和受辅助保护的外国人融入克罗地亚社会、教育和准备进入劳动力市场”项目获得批准，以通过以下做法确保受庇护者和受辅助保护的外国人融入社会的先决条件：提高对克罗地亚语言、历史和文化的了解水平；翻译有助于融入的学校证书和大学文凭；继续其教育和/或职业培训，以便在劳动力市场定位(56 万欧元；其中，按庇护、移民和融入基金提供了 42 万欧元)。根据特别规定，获得国际保护的人有权在与克罗地亚公民相同的条件下接受小学、中学和高等教育。¹³²

125. 通过了《2017-2019 年获得国际保护人员融入行动计划》，该计划明确了外国人融入社会的战略领域和措施。¹³³

无人陪伴儿童

126. 如果无人陪伴儿童被警方发现，主管社会福利事务的机构会立即指定一名特别监护人来保护儿童的人身和财产权益。¹³⁴

127. 无人陪伴儿童被安置在适当环境中，¹³⁵ 并有权在与克罗地亚国民相同的条件下接受教育，有权用克罗地亚语言上其他课程并获得适当医疗保健。在“都柏林程序”范围内，在考虑到儿童的最佳利益的情况下，落实了无人陪伴儿童与居住在欧盟成员国的家人的团聚。《无人陪伴儿童待遇议定书》(2018 年)规定了标准化程序、行为者的义务、提供高质量的医疗服务以及主管当局加强合作。

战争罪和失踪人员¹³⁶

法律框架

128. 《刑法》规定了灭绝种族罪、危害人类罪和战争罪以及公开煽动暴力和仇恨的刑事罪，对任何公开批准、否认或严重轻视灭绝种族罪、侵略罪、危害人类罪或战争罪的人将处以不超过三年的监禁。企图实施刑事罪行亦会受到惩罚，而这些刑事罪行没有时效。《关于执行〈国际刑事法院规约〉和起诉违反国际战争法和人道主义法罪行法》列出了该法中有权对刑事犯罪进行刑事诉讼的法庭的详尽清单。四个专门法院(奥西耶克、里耶卡、斯普利特和萨格勒布)处理战争罪案件，并凭借其专业知识为高质量的审判做出贡献。罗地亚共和国国家检察官办公室和内政部也进行了类似的专门化，它们有专门化部门，配备了与四个专门化法院相对应的职位。

战争罪案件程序

129. 这一程序是按照立法标准进行的。警察、法院和检察官的专业化也确保了公正性。为了确保案件的统一程序，克罗地亚共和国国家检察官办公室为检察官提供了制定标准的指导方针，并对战争罪起诉标准实行统一适用。¹³⁷

证人保护机制

130. 在所有战争罪行的专门法庭，以及在具有证人支持专设部门的其他法庭，这种机制都是按照国际标准执行的。通过将欧盟指令纳入《刑事诉讼法》，加强了证人保护问题。

受害者和证人支持

131. 通过了“2016-2020 年发展受害者和证人支助系统国家战略”，并通过了旨在系统性地加强支助系统和设立新的支助服务的“行动计划”。在内政部内部，设立了受害者和证人支助服务处，提供直接形式的援助。¹³⁸ 在七个县法院，包括四个专门处理战争罪的法院，设立了受害者/证人支助部门。¹³⁹ 内政部资助在尚未设立支助部门的县提供支助的民间社会组织。2014 年，克罗地亚共和国国家检察官办公室向所有检察官发布了关于刑事犯罪受害者有权获得证人支持服务的强制性指示。(见第 26 段。“对受害者的个性化评估”概念)

132. 计划在 2018-2020 年期间实施“刑事罪行受害者和证人支助与合作网络”项目，其中包括来自 13 个县的 10 个民间社会组织(陪同到法院、法院咨询台的随叫随到时间、工作日电话咨询)。

133. 司法部“通过监狱和假释系统以及受害者/证人支持系统的能力建设提高司法机关质量”项目将资助旨在提高监狱和假释系统官员以及受害者/证人支持系统的技能和能力的活动(9,172,920.00 克罗地亚库纳)。该项目由 ESF 的资源和业务方案“2014-2020 年高效人力资源”共同资助。

证人保护

134. 《刑事诉讼法》规定了“面临危险的证人”概念和待遇(证人很可能通过作证或回答某一特定问题，使自己或与其亲近的人面临生命、健康、人身完整、自由或大量财产的严重危险)，这些证人可以拒绝披露信息或回答某些问题或作

证，直到得到保护，即一种特殊的审问和参与诉讼程序的方式。¹⁴⁰ 此外，法院和其他国家机构必须防止任何滥用诉讼参与人所拥有的权利的行为，因此，法院应发布命令，拒绝当事人、辩护律师、受害方、代理人或法定代理人实施明显滥用该法所规定权利的行为。

135. 培训持续进行。¹⁴¹

区域合作

136. 由于区域合作是起诉战争罪的关键因素之一，克罗地亚开展了改善区域合作的活动。在邻国检察官办公室之间缔结的协议基础上，战争罪案件的区域合作正在继续开展，而县检察官办公室继续交换起诉所需的数据。此外，克罗地亚共和国国家检察官办公室继续检索前南问题国际法庭和刑事法庭余留事项国际处理机制的数据库，以便在国内战争罪案件中使用这些数据库。

性暴力

137. 《国土战争中对克罗地亚共和国进行军事侵略期间性暴力受害者权利法》¹⁴² 还涵盖了被从克罗地亚共和国转至邻国营地和监狱的受害者，并规定有义务报告任何有关性暴力的信息。根据“向国土战争和第二次世界大战退伍军人和受害者及维和特派团返回者提供心理社会和保健援助的国家方案”，制定了向性暴力受害者提供社会心理援助和其他形式援助的活动，旨在提高受益人及其家庭成员的生活质量和重新融入社会。在国家精神创伤中心、三个区域精神创伤中心和在地方一级运作的心理社会援助中心提供援助。¹⁴³

公民教育

138. 公民教育在中小学作为必修课、在跨课程的基础上进行；在 35 所小学的 8 年级作为选修课进行。在中学，一门必修课是政治和经济(一年，每周两节课)，涉及人权和民主主题。¹⁴⁴

失踪人员——活动

139. 克罗地亚退伍军人事务部的拘留和失踪人员管理局收集关于失踪人员的信息，无论其来源如何。克罗地亚搜索失踪人员的模式不断改进，特别是通过引入搜索隐藏坟墓的新技术(如地质雷达、生物探测器——嗅尸犬和无人机)。发现了以下情况：1991-1992 年期间的乱葬坑，1995 年以来的 1,300 多个单人坟墓和 30 个卫生墓地，从中挖掘出 5,170 名受害者，确认了 4,297 名受害者。仍有 1,872 人失踪，大部分是 1991-1992 年被强行带走的克罗地亚防卫者和平民(1,129 人)。挑战是，873 具身份不明的人类遗骸(体面地埋葬在“纪念地点”)，对这些遗骸通过传统的法医和 DNA 方法进行了处理，但它们与从家人身上提取的血液样本不匹配。收集失踪人员信息和鼓励家属提供血液样本以及改进处理和鉴定遗骸的方法的运动仍在继续。

双边合作

140. 2017 年，与波黑和黑山缔结了协议，交换了失踪人员搜索请求，确定了合作方式。然而，只有塞尔维亚根据克罗地亚从 1995 年开始提出的关于坟墓信息、查阅军事档案、归还武科瓦尔医院和博罗沃商业公司的文件以及确定失踪人

员命运所需的其他相关来源的要求开始充分合作，才有可能在解决失踪人员命运问题上取得进展。2018年，克罗地亚主动采取措施，完善与塞尔维亚合作的法律框架，让所有失踪人员的命运一目了然。

区域合作

141. 克罗地亚与国际失踪人员委员会合作：(1) 实施“联合 DNA 鉴定项目”（已解决 525 起案件）；(2) 加入“关于建立前南斯拉夫武装冲突失踪人员未决案件数据库的协定”（2017 年）；(3) 签署《解决前南斯拉夫境内冲突失踪人员问题框架计划》（2018 年）。克罗地亚还参加了开发署的“加强起诉战争罪和寻找失踪人员的区域合作”项目（2017-2019 年），该项目的主要目的是提高前南斯拉夫领土上出现的各国检察官办公室在起诉战争罪和加强搜寻失踪人员能力方面的合作效率。为了收集有关国土战争墓地的信息，2019 年，克罗地亚退伍军人事务部与红十字国际委员会签署了“关于传递和使用从国际档案馆获得的克罗地亚共和国国土战争（1991-1995 年）失踪人员信息和文件的谅解备忘录”。

注

- ¹ See the website: <https://www.ohchr.org/EN/HRBodies/UPR/Pages/UPRImplementation.aspx>. When assessing the efforts and systematic activities of the Government for efficient implementation of UPR recommendations, it is recommended to take MTR into account when examining this Report.
- ² This shows the interest of the Committee on Human and National Minority Rights of the Croatian Parliament which carefully monitors and examines reports to UN Treaty Bodies and alternative reports of the civil society, which was especially expressed with regard to UPR follow-ups in the stage of preparation of reports and in the stage of implementation of recommendations.
- ³ The Protocol specifies the obligations of competent authorities involved in the identification and suppression of sexual violence and in the provision of help and protection to persons exposed to sexual violence and regulates the manner of their cooperation; the Protocol was printed in the Croatian and English language.
- ⁴ The project has been conducted systematically in cooperation with CSOs, through trainings of experts and campaigns aimed at raising awareness of consequences of violence on individuals and the community.
- ⁵ Within the framework of the project, prosecutors from the region regularly meet in order to improve the efficacy of their work and exchange information. In May 2019, the Regional Conference of War Crime Prosecutors was held in Belgrade.
- ⁶ It also strengthens the activities and unambiguously stipulates the competences, which is important for relations with neighbouring countries. The Act represents a continuation of the dedication of the state to resolve all cases of missing persons.
- ⁷ 99.1–99.19, 99.22–99.23, 99.41, 99.64–99.66.
- ⁸ HRK 200,000.00 annually was provided for the implementation of the Convention in the first three years, and HRK 600,000.00 was provided for psychosocial treatment in criminal and misdemeanour proceedings, as well as additional HRK 400,000.00 for protective measure of mandatory psychosocial treatment and the security measure of mandatory psychosocial treatment. HRK 600,000.00 has been ensured for free legal aid in civil matters and for implementation of Article 57 of the Convention.
- ⁹ The Dublin Regulation No 604/2013, the Regulation on the establishment of “Eurodac” No 603/2013, the Qualification Directive No 2011/95/EU, the Directive on the asylum procedure No 2013/32, the Directive laying down standards for the reception of applicants for international protection No 2013/33, the Directive on temporary protection No 2001/55/EC.
- ¹⁰ See: document A/HRC/30/14/Add. 1.
- ¹¹ Text covering the period 2007–2019 (IX–XIV reports) is in its final stages of preparation; discussions with CSOs were conducted.
- ¹² See: document A/HRC/30/14/Add. 1.
- ¹³ 99.24, 99.36–99.40, 99.42–45, 99.118, 99.122–5.123.

- ¹⁴ The Programme is being prepared by a special working group within OHRRNM that follows recommendations from the Expert Analytical Report on the implementation of the previous Programme, recommendations of the Ombudswoman and other special ombudswomen and recommendations of international organisations in the field of human rights.
- ¹⁵ In order to improve provision of primary healthcare services (healthcare centres and private medical practices operating as concessionaires) investments are made in equipment and infrastructure through the operative programme “Competitiveness and Cohesion 2014-2020” (85% EU;15% counties).In undeveloped areas, HRK 186 million (ESF 85%;national co-funding 15%) were ensured for specialist offices of family/general medicine, paediatrics, gynaecology, radiology and emergency medicine.
- ¹⁶ 99.55, 99.57, 99.73.
- ¹⁷ In accordance with the Plan, training of employers and representatives of employees has been conducted about the Anti-discrimination Act and the Act on Gender Equality aimed at raising awareness on the responsibility of the employer for creating a working environment without discrimination and for the protection of the dignity of employees.
- ¹⁸ 99.33–99.34, 99.76, 99.106, 99.102–99.103.
- ¹⁹ In 2006, the SAORC issued a binding instruction on the procedure and records (later amended) which prescribes how to proceed in cases of hate crime, how to draft its factual and legal description and stressing the importance of its more severe penalisation.
- ²⁰ It is committed by whoever in print, through radio, television, computer system or network, at a public gathering or in some other way publicly incites to or makes available to the public tracts, pictures or other material instigating violence or hatred directed against a group of persons or a member of such a group on account of their race, religion, national or ethnic origin, language, descent, colour, gender, sexual orientation, gender identity, disability or any other characteristics, for which he shall be punished by imprisonment not exceeding three years.The same punishment will be inflicted on whoever publicly approves of, denies or grossly trivialises the crimes of genocide, crimes of aggression, crimes against humanity or war crimes, directed against a group of persons or a member of such a group on account of their race, religion, national or ethnic origin, descent or colour, in a manner likely to incite to violence or hatred against such a group or a member of such a group.
- ²¹ A statement obtained contrary to the prohibition may not be used as evidence in proceedings.Fair procedure is guaranteed, the defendant is entitled to have any charge against him decided on in accordance with the law, in a fair and public hearing held within a reasonable time, by an independent and impartial court established by law.
- ²² In 2018, a round table was organised on reporting these crimes and an expert discussion was conducted on reasons for non-reporting and on incentive measures.In 2018, the International Human Rights Day and the 70th anniversary of the Universal Declaration of Human Rights were marked under the topic “Hate speech in public spaces”.The MI, in cooperation with competent authorities, LRSGU, the academic and scientific community, CSOs, media, educational institutions and artists carries out the prevention programme “Together against hate speech”.
The topics of racism, xenophobia and hate speech form a part of the continuing education of the Education and Teacher Training Agency, and of programmes for professional training of nursery-school teachers, professional teaching assistants, teachers and headmasters.These topics are priority ones for grants to CSOs projects in the field of out-of-institutional upbringing and education of children and youth.Special attention is dedicated to activities related to the Paris Declaration and media literacy aimed at preventing radicalisation.
- ²³ 99.31, 99.78–99.80, 99.88, 99.94.
- ²⁴ A public official or other person who at the instigation of or with the consent or acquiescence of a public official or other person acting in an official capacity inflicts on another severe pain or suffering, whether physical or mental, for such purposes as obtaining from him or a third person information or a confession, punishing him for an act he or a third person has committed or is suspected of having committed, or intimidating or coercing him or a third person, or for any reason based on discrimination of any kind, shall be punished by imprisonment from one to ten years.
- ²⁵ Punishable procedures subjecting the prisoner to any form of torture, abuse or humiliation and medical or scientific experiments are forbidden.The victim has the right to compensation for damages, and victims of intentional criminal offences have the right to monetary compensation from the state budget under the Act on Monetary Compensation for Victims of Criminal Offences.
- ²⁶ Article 66, paragraph 1 of the Juvenile Courts Act: “When, pursuant to the CPA, requirements are met for imposing investigative imprisonment towards a minor, investigative imprisonment shall be

applied only as a measure of last resort, in proportion to the seriousness of the offence and the expected sanction, its length shall be minimal and it shall be ordered only if its purpose cannot be achieved by the application of precautionary measures, measures of temporary accommodation or home detention. Execution of investigative imprisonment shall be monitored by specialised juvenile judges”.

- 27 The guardian has the duty to obtain from the family doctor the opinion on the ward's state of health, based on the opinion of a medical specialist, and submit a report on his/her work and on the condition of the ward's property. The social welfare centre must, every three years, assess whether the ward still needs to be protected by guardianship, and make a report to that effect.
- 28 The social welfare centre must, at least once a year, reassess the facts that were decisive for rendering a decision on granting this right and, if the circumstances have changed, issue a new decision. Continuous work is being done on the transformation of social welfare homes and deinstitutionalisation, or replacing institutional accommodation and care with community-based care.
- 29 99.20–99.21, 99.25, 99.27, 99.30, 99.50–99.52, 99.58, 99.61, 99.82, 99.84, 99.86, 99.93, 99.96, 99.108–99.109.
- 30 If a party, defence counsel, injured party, proxy or statutory representative by any of his acts evidently abuses a right provided for in the CPS, the court shall issue an order denying him the right to that act. The Act prescribes effective conduct of an investigation, deadlines for its completion and the possibility of extending them, and the control mechanism within the state attorney's office conducting the investigation.
- 31 The right to access services providing support to victims of domestic violence, the right to efficient psychological and other professional assistance of an organisation or institution providing assistance to victims of domestic violence; the right to protection from intimidation and retaliation; the right to protection of the dignity of the victim when testifying as a witness; the right to be accompanied by a person enjoying his/her confidence when taking part in any acts, the right to be informed without unjustified delay, at his/her request, of the release of the defendant from custody or of the defendant having fled, and of the decisions on imposing protection measures and revoking precautionary measures determined for his/her protection having been repealed, or of the convicted person having been released from imprisonment; the right to the confidentiality of data whose disclosure could jeopardize his/her security or the security of other persons to whom the Act applies; the right to demand that proceedings before the court be closed to the public, the right to be represented by another person authorised through power of attorney, the right to be informed, at his/her request, of the acts performed as a result of his/her complaint and of the outcome of the proceedings; the right to be interviewed without unjustified delay shortly after filing a complaint; the right to be interviewed in the proceedings before the court and the right to be further interviewed only to the extent necessary for the purposes of misdemeanour proceedings; the right to be interviewed at the police by a person of the same sex; the right to avoidance of contact with the offender before and during proceedings, unless misdemeanour proceedings require such contact; the right to temporary accommodation in an appropriate institution in accordance with a special law; the right to be provided with police protection, upon a court order, when collecting personal belongings upon leaving the common household.
- 32 The objective of the Protocol is to ensure timely and efficient implementation of legislation on the protection of victims of domestic violence in accordance with powers of competent authorities, to advance cooperation and to have long-term influence on reduction of violent behaviour. It was drafted in cooperation with ministries and CSOs active in the field of domestic violence and is aligned with new legislative provisions. It prescribes that proceedings should be conducted with urgency, taking into account the rights of the victim and with particular sensibility for women, children, persons with disabilities and elderly persons as victims of domestic violence.
- 33 The Ordinance on the method of collecting, processing and submitting statistical data and reports in the area covered by the scope of the Act on Protection against Domestic Violence, the Ordinance on the Enforcement of the Security Measure of Compulsory Psychosocial Treatment (an expert supervisory body has been established) and the Ordinance on Manner of Implementation of Protective Measures of Prohibition from Approaching, Harassing and Stalking a Victim of Domestic Violence and the Measure of Removal from the Shared Household.
- 34 It covers seven strategic areas and its measures are based on articles of the Istanbul Convention. Competent authorities for the implementation of measures are state administration bodies, LRSGU and CSOs.

- ³⁵ Obligations from the Convention were anticipated by the Act on Protection against Domestic Violence and amendments to other laws (the Act on Gender Equality, the CPA and the CC), while respecting international recommendations and EU Directives.
- ³⁶ A procedure is then carried out in accordance with the Ordinance on making individual assessment of victims in order to take special protection measures and victims are given contact details of counsellors and CSOs providing support to victims and witnesses (available during the preliminary procedure and the criminal procedure). The application of protection measures and of the victim support system is supervised by a special working group at the national level, while at regional level coordinators in police administrations are in charge.
- ³⁷ Contact data on the websites of the Office for Victim and Witness Support in Courts, the National Call Centre for Victims of Criminal Offences and Misdemeanours, state administration bodies and CSOs operating in the territory of a particular police administration.
- ³⁸ In addition to those mentioned in the MTR, the following trainings were conducted: six basic courses for the needs of operative duty of police stations in cases of domestic violence (182 police officers and two members of the Military Police); and nine two-day workshops in 2018 and 2019 for police officers and judicial officials on the topic of “Domestic Violence” on solutions aimed at combating and preventing domestic violence, including the Istanbul Convention and EU Directives, and exercises on how the police, the SAORC and courts are to deal with cases of domestic violence (170 police officers and 121 judicial officials).
- ³⁹ “Living without violence”, “Together against hate speech”, “I have a choice” and “Lily”. Also, interdepartmental activities have been carried out under the project “Support to victims of criminal offences and misdemeanours”, and the (first) International Educational and Prevention Film Festival on Safety was held.
- ⁴⁰ In 2016, the MDFYSP carried out a two-month education project “We can do it together” for county teams in charge of prevention and action in cases of domestic violence, composed of representatives from the police, social welfare, health care, education and justice sectors and CSOs. The aim was to train the county teams, by examining domestic violence cases, in how to act. Also, four two-day training courses were held in four cities, which were attended by 181 members of the county teams. Furthermore, on the eve of the National Day for the Elimination of Violence against Women (22 September 2018), the Ministry provided training on legislative novelties and on how to improve procedures in cases of domestic violence. In 2018 and 2019, three training courses for staff of social welfare centres on domestic violence and assistance to victims and three two-day training courses on violence against elderly persons and persons with disabilities were held. In cooperation with the MI, training was held for 112 operators on the topic of conducting interviews with victims of violence and providing information.
- ⁴¹ In 2017, the GEO and the Finnish National Institute for Health and Welfare, in cooperation with Ludwig Boltzmann Institute of Human Rights from Vienna, organised three rounds of training sessions for 45 judges working in the field of criminal, misdemeanour and labour law. The “Manual on gender mainstreaming and promotion of gender equality for judges, advisers and lawyers” was developed. The Manual describes actual cases of discrimination based on sex and court proceedings.
- ⁴² It is committed by anyone who, on the basis of race, ethnic affiliation, skin colour, gender, language, religion, political and other convictions, national or social origin, property, birth, education, social status, marital or family status, age, state of health, disability, genetic inheritance, gender identity expression, sexual orientation or other characteristics, denies, limits or conditions another the right to acquire goods or receive services, the right to carry out an activity, the right to employment and promotion, or anyone who on the basis of any such characteristic gives another privileges or advantages in relation to these rights. The perpetrator will be punished by imprisonment not exceeding three years, as will anyone who persecutes individuals or organisations because of their commitment to equality of people.
- ⁴³ The Health Care Act, the Act on Mandatory Health Insurance, the Act on the Protection of Patients' Rights, the Act on Protection against Domestic Violence, the Medical Practice Act.
- ⁴⁴ Victims are examined in hospitals and clinical health care institutions which are obliged to provide the victim with urgent and comprehensive health care to protect the victim's physical and mental health and to collect and maintain evidence. Specialised training in victim protection is part of continuing education courses that are provided to health professionals and organised by health institutions and in cooperation with CSOs.
- ⁴⁵ 99.53, 99.59, 99.67–99.70, 99.74, 99.113–99.114.

- ⁴⁶ Together with the Finnish National Institute for Health and Welfare within the twinning project “Support to Gender Equality”, the GEO carried out a public awareness campaign on mechanisms of protection against gender-based discrimination. Street actions in four largest cities were attended by numerous citizens and public persons (leaflets, postcards with messages from the campaign, etc.) and a Facebook page was launched. Fourteen TV and radio interviews with the partner's representatives were held, and 52 articles were published in the press and on the Internet. Together with the Embassy of the Republic of Finland, the GEO carried out the campaign “100 Acts for Gender Equality” (which was also carried out in Finland) with the aim of collecting information on 100 initiatives and awarding the best ones. The campaign encouraged the civil society, companies and the governmental and public sectors to design activities promoting gender equality. Together with the Union of Societies “Naša djeca” (Our Children) the GEO made a video promoting the Agenda 2030 global goal No 5 “Gender equality and empowerment of women and girls”. The GEO is a partner of the CSO B.a.B.e. on the project “HELPLINE” (support to victims of gender-based violence). The GEO supported the Croatian Red Cross in the project “SPARC” (prevention of sex and gender-based violence in the migrant population).
- ⁴⁷ The GEO signed the cooperation agreement with the Council for Electronic Media and the Croatian Olympic Committee for the project “For higher visibility of women's sports in the electronic media” in order to support electronic media in support to gender equality in sports. The international conference “Addressing inequality in sports: women's status in leadership positions and prevention of violence against women in sports” (a project of the CoE and the EC) was held in cooperation with the Central State Office for Sports.
- ⁴⁸ The project contributes to raising awareness by carrying out campaigns, analysing media contents and by publications.
- ⁴⁹ Signatory states undertook the commitment to cooperate on the causes of underrepresentation of women in this sector with public authorities and representative of public and private sector and the civil society.
- ⁵⁰ The Act prescribes: exemption from the obligation to accept the offered employment for a pregnant woman, one of the parents of a child under eight years of age, one of the parents of a child with serious developmental disabilities if the other parent is employed, one of the parents with three or more minor children if the other parent is employed and a parent who is the sole caretaker of a child under fifteen years of age.
- ⁵¹ The public campaign called “Inequality must not remain a business secret” was carried out: two jingles were broadcast on 54 radio stations for 30 days and reached a million listeners); 2,000 message postcards and 1,500 posters were printed; and a special website of the GEO was launched. In the four largest cities 1,500 posters were placed in public transport vehicles for 15 days (1,164,000 persons were exposed to the message). As posters were also placed in places across Croatia, it is estimated that 3 million persons saw the message.
- ⁵² It is focused on the inclusion of women who are in an unfavourable position in the labour market, and who will care for senior citizens and persons in an unfavourable position. The project is financed within the framework of the Efficient Human Resources 2014-2020 operational programme (HRK one billion from the ESF). Grants were approved for 294 projects and 5,970 women were employed to care for 28,331 persons.
- ⁵³ 99.46, 99.48, 99.49, 99.54, 99.62, 99.72, 99.81, 99.83, 99.87, 99.112, 99.119, 99.121, 99.124–99.130, 99.137, 99.140, 99.147, 99.165.
- ⁵⁴ The Council for Children, an advisory body to the Government, monitors the implementations of the Strategy's goals and coordinates cooperation.
- ⁵⁵ Milder measures towards parents aimed at avoiding the removal of the child from the family are: warning about mistakes and failures, professional assistance and support and intensive professional support and supervision. If a child's life is in danger or if it is in the interest of a child's development, the child is entrusted to the care of another person or a foster family or, exceptionally, to the care of a social welfare institution.
- ⁵⁶ The National Strategy for Protection against Domestic Violence 2017-2022; the National Strategy for the Equalisation of Opportunities for Persons with Disabilities 2007-2015; the National Roma Inclusion Strategy 2013-2020.
- ⁵⁷ The courts and social welfare centres, parents and other persons and social welfare institutions that have the care of a child must report about the activities undertaken following a complaint of violation

- of a child's personal rights or property rights. Within 24 hours of initiating the proceedings, the court, the state attorney and the police must inform the competent social welfare centre thereof.
- 58 The Protocol on Procedures to be followed in Cases of Sexual Violence, the Protocol on the Treatment of Unaccompanied Children (both from 2018), the Protocol on Procedures to be followed in Cases of Violence among Children and Youth (2004), the Protocol on Procedures to be followed in Cases of Child Abuse and neglect (2014), the Protocol on Procedures to be followed in Cases of Domestic Violence.
- 59 Support to parents to strengthen their competencies and facilitate early detection of risk factors influencing child's development; creating conditions for achieving equality of opportunities for the inclusion of children with developmental disabilities in the education system and in the community, and the establishment of a non-discriminatory model for assessing the educational achievements of children, analysis of the early school leaving phenomenon and the implementation of activities based on the actual needs of youth.
- 60 In the school year 2018–2019, through projects of 62 CSOs, the MSE provided financial support for 416 class assistants for 430 pupils (HRK 16,156,118.68). Within the framework of ESF and domestic funds, 2648 class assistants were funded.
- 61 In the school year 2017–2018, the MSE co-financed adapted transport for 3,062 pupils; meals and special teaching aids were provided to 1,378 primary school students (HRK 23,823,281.00) and 598 secondary school students (HRK 2,080,000.00).
- 62 The Ordinance on the Primary school and Secondary School Education of Pupils with Developmental Disabilities (2015) is based on principles of inclusive education and individualised approach and enables education, primarily in the regular system, to all pupils with developmental disabilities in accordance with their aptitudes, opportunities and interests; the Ordinance on Class Assistants and Professional Communication mediators (2019) equalises work of class assistants and professional communication mediators in the territory of the RC.
- 63 Model A – for Italian, Serbian and Hungarian national minorities in primary and secondary schools and for the Czech national minority only in primary school; Model B – for Hungarian and Serbian national minorities in primary school, and for the Czech national minority in secondary school. Model C - in primary school for Albanian, Czech, Serbian, Slovak, Slovenian, Hungarian, Macedonian, German and Austrian, Ukrainian, Ruthenian, Russian, Jewish and Polish national minorities and in secondary school for Albanian, Czech, Macedonian, Hungarian, Russian, Slovak, Slovenian, Serbian and Italian national minorities.
- 64 At the beginning of the 2017–2018 school year, education in the languages and scripts of national minorities under A, B and C models included 7,159 pupils (3,413 M / 3,746 F) in 172 primary schools, 821 classes/teaching groups and 987 class/subject teachers. 1,547 pupils (740 M / 807 F) were included in 31 secondary schools, in 183 classes/teaching groups and 408 subject teachers. Preschool education in the languages of national minorities included 32 kindergartens and 3 primary schools offering preschool education; in 94 groups there were 1,957 children (170 of the Czech minority, 156 of the Hungarian minority, 470 of the Serbian minority, and 1,161 of the Italian minority).
- 65 Figures show that the number of Roma children in the preschool and secondary school systems has increased, but that the number of children in the primary school system has slightly declined (which reflects the same trend in the general population). The MSE carries out activities on preventing early school leaving and ensuring an easier transition from school to employment.
- 66 For the implementation of the Operational Programme “Efficient Human Resources 2014-2020” in 2017, the MSE prepared a call for proposals “Programme, technical and financial support to education of children and pupils of the Roma national minority” (HRK 15,300,000.00) with the aim to support inclusion of Roma (extended day programmes, organised transport to kindergarten/school, additional classes and remedial classes, summer camps, professional development of preschool and other teachers and Roma assistants and preventing early school leaving).
- 67 (The satellite school Držimurec Strelec –100% of pupils are Roma, the Primary School Vladimir Nazor – 61.2% etc.).
- 68 The custody supervisor must immediately notify a juvenile judge, a state attorney, the minors' parents or his/her guardian and the social welfare centre thereof. The state attorney shall order that the arrested minor be released or brought before the juvenile judge who must interrogate the minor within 12 hours of the moment the minor was handed over to the custody supervisor, in the mandatory presence of the state attorney and a defence lawyer. Immediately after interrogation, the juvenile judge shall,

- upon a request by the state attorney, determine that the minor be detained in custody or investigative imprisonment or be released. Such decision may be appealed by the detainee or by the state attorney within 6 hours, and the appeal shall be decided upon by the council within 8 hours. During custody, the minor is separated from adults. The custody supervisor shall immediately release the minor if ordered to do so by the state attorney or if the minor has not been interrogated within 12 hours of being handed over to the custody supervisor. The minor shall be released if, within 20 hours of his being handed over to the custody supervisor, custody or investigative imprisonment is not ordered.
- ⁶⁹ The period of such investigative imprisonment, until the decision becomes unappealable, may not exceed one half of the period of the investigative imprisonment prescribed by the CPA. There is no problem with overcrowding at correctional facilities. Minors serving a sentence of juvenile imprisonment or investigative imprisonment have the right to receive visits from their family members to an extent greater than that allowed for adult inmates.
- ⁷⁰ Children and young people must be included in the education system within the shortest possible period at all levels (this is also one of the measures set out in the Action Plan for Integration of Persons who have been Granted International Protection 2017-2019). Schools are obliged to enable these students to master the Croatian language and catch up on the knowledge they lack in particular school subjects (70 hours of the preparatory course). Textbooks and supplementary teaching materials (atlases, workbooks and/or books of problems) are also co-financed.
- ⁷¹ In 2018, the two-year project “Psycho-social support and social services to seekers of international protection” was completed in these reception centres but, in January 2019, a new contract on the implementation of the project and continuation of the activities of the Croatian Red Cross in reception centres was signed (EUR 480,000, of which EUR 360,000 from AMIF). The aim is to provide assistance to children in mastering school curriculum and learning Croatian and to parents with enrolment of children in school.
- ⁷² 99.32, 99.47, 99.63, 99.131–99.136, 99.138–99.139.
- ⁷³ These are: social welfare centres, centres providing community-based services, social welfare homes and family centres.
- ⁷⁴ The amount of the assistance and care supplement has been raised to 120% of the base amount and the personal disability allowance to 300% of the base amount, and it has been made possible for the marital or non-marital partner and for life partner or informal life partner of a person with disabilities to be granted caretaker status.
- ⁷⁵ The Act specifies: a) which decisions on personal conditions are made exclusively by the ward; b) when prior authorisation by a social welfare centre is required; c) when decisions on health matters are issued by the court; and d) management and representation in matters relating to the ward's property. A new procedure has been introduced by which county courts make important decisions concerning the life of the ward (such as a decision on life support) which are appealable before the Supreme Court of the Republic of Croatia.
- ⁷⁶ “Improving labour market access of persons with disabilities” (12 projects); “Expanding the network of community based social services – phase 3” (28 projects); “Expanding the personal assistance service for persons with disabilities” (51 projects).
- ⁷⁷ “Development of the personal assistance service for persons with disabilities – phase 1” (HRK 116,985,131.71) (93 projects): 72 contracts for persons with the most severe type of disability and/or with intellectual and mental impairments (897 beneficiaries and 895 personal assistants); 7 contracts for Croatian sign language interpreters (206 beneficiaries and 16 interpreters); and 14 contracts for sighted escorts (318 beneficiaries and 15 sighted escorts).
- “Development of the personal assistance service for persons with disabilities – phase 2” (HRK 155,000,000.00) for enhancing the quality of personal assistance, for persons with the most severe type of disability and/or with intellectual and mental impairments; deaf, deaf-blind and blind persons. (94 projects in the amount of HRK 152,871,340.03): 69 contracts for persons with the most severe type of disability and/or with intellectual and mental impairments (1083 beneficiaries and 1078 personal assistants are planned to be involved); 8 contracts for Croatian sign language interpreters (220 beneficiaries and 12 interpreters are planned to be involved); and 17 contracts for sighted escorts (341 beneficiaries and 22 escorts are planned to be involved).
- “Expanding the network of community based social services – phase 1” (HRK 110,150,000.00). One of the four components - Component 2 (HRK 30,000,000.00) involves persons with disabilities, members of their families and professionals working with members of the target groups.
- “Expanding the network of community based social services – phase 1” (HRK 110,150,000.00)

involves persons with disabilities, members of their families and professionals working with members of the target groups.

78 In accordance with the practice since 2006, a call for the implementation of “Three-year programmes of associations providing assistance services to persons with disabilities for the period 2016-2018” has been launched, which contributed to better quality of care and prevention of institutionalisation in a greater number of cases.

The personal assistance service is provided in cooperation with CSOs of persons with disabilities. The amount of HRK 40,109,753.00 annually or HRK 120,329,259.00 has been allocated for the implementation of the project for 82 CSOs (653 beneficiaries, 653 personal assistants), 23 CSOs (23 sighted escorts) and 30 CSOs (64 Croatian sign language interpreters/translators).

A call has been launched for the “Development and enhancement of a network of social services provided by associations 2017–2020” aimed at building beneficiaries' capacity to stay in their homes, increasing the accessibility of services in rural areas and on islands and reducing social exclusion. In a three-year cycle, the amount of HRK 24,300,000.00 (total: HRK 72,900,000.00) is made available annually for 112 CSOs.

79 This is further elaborated in the Ordinance on Professional Rehabilitation and Centres for Professional Rehabilitation of Persons with Disabilities.

80 In 2017, four regional professional rehabilitation centres were established (in Zagreb, Split, Osijek and Rijeka) which have a key role in implementing these activities (assessment of the work ability level, knowledge, work habits and professional interests, workplaces and work environment assessment, provision of professional support and monitoring at a particular job and work environment etc.).

81 Employers in the public sector are required to give recruitment priority to persons with disabilities under equal conditions (equal results in recruitment tests). The Act prescribes a mandatory quota for the employment of persons with disabilities. All employers employing at least 20 workers have an obligation to ensure that 3% of the total number of employees are persons with disabilities employed at appropriate workplaces under appropriate working conditions. The quota obligation can also be met by applying alternative measures: internship, rehabilitation or vocational training, scholarships for regular education or signing a contract on business cooperation with a sheltered and integrative workshop. Employers who do not meet the quota are obliged to pay 30% of the minimum salary in Croatia, monthly, for each person with disability they were required to hire. Funds generated in such a way are used solely for the purpose of developing the professional rehabilitation system, paying incentives and rewards for employment and implementing projects for the employment of persons with disabilities.

82 In 2017, a total of 3,366 persons (18% more than in 2016 and 28.8% more than in 2015) were employed. By mid-2018, a total of 1,707 persons were employed.

83 A use permit cannot be issued for buildings that are not constructed in accordance with the accessibility provisions. The procedure for works that are to be done to ensure the accessibility of buildings have been simplified, so now works on stairs, hallways and other access areas to or within a building and in public areas may be done without a building permit and a main design. If the Building Inspection finds that accessibility requirements are not fulfilled, it shall set a deadline for their fulfilment, and after the expiry of the deadline it shall impose a fine. With regard to ensuring accessibility of the existing buildings, no time limit has been set within which they must be made accessible; however, they must be made accessible in the event of reconstruction (including the entrance area and communication linking various parts of the building). It must be ensured that one in ten apartments in a building is easily adaptable.

84 Non-institutional forms of accommodation include care in foster families, family homes and housing communities, or organised housing in the community provided by state and non-state homes and other legal persons. Non-institutional services for children and young people that are offered by transformed institutions include: a full-day or a half-day care, counselling and assistance to individuals and families, early intervention and organised housing.

85 Services will be provided to 600 persons with disabilities, including children with developmental difficulties and 270 expert associates will be trained.

86 The Office for Mine Action and the Croatian Mine Action Centre are implementing the project “Mine Action and Socio-economic Integration”, which consists of two complementary components: mine action (humanitarian demining) and victim support, and is financed by Switzerland. Comprehensive databases will be established, victims' needs will be assessed and direct support will be provided to

victims through programmes aimed at increasing their employability, in the territory that was affected by the Homeland War. The relevant sectors (health care, veterans, social welfare) and institutions (the Ombudswoman for persons with disabilities, the Croatian Employment Service, the Croatian Institute for Public Health, the Croatian Pension Insurance Institute) will participate in the project.

⁸⁷ 99.77, 99.111.

⁸⁸ See: A/HRC/30/14/Add. 1.

⁸⁹ 99.75, 99.85, 99.91, 99.110.

⁹⁰ Recently, the following documents have been adopted: the National Plan for Combating Human Trafficking 2018-2021, the Protocol on the Identification, Assistance and Protection of Victims of Human Trafficking, the Protocol on Procedures to be followed in the Case of a Voluntary and Safe Return of Victims of Human Trafficking, and the Protocol on the Integration/re-integration of Victims of Human Trafficking.

⁹¹ Police officers dealing with organised crime provide professional development training courses to other police officers in how to recognise potential victims of human trafficking, and elements of a crime, and how to carry out criminal investigations.

⁹² Special focus is placed on strengthening cooperation in criminal procedures, improving methods for the identification of victims and protecting the best interests of victims.

⁹³ Juvenile police officers are educated to recognise various forms of violation of the rights of the child and to provide support to children victims and to ensure appropriate conditions (a room adapted for interviewing children, interviewing a child in his/her home, the presence of a trustworthy person, in addition to the guardian, during an interview if the child so wishes, the presence of a social welfare centre staff member if the parent/guardian of a child is unavailable or is a suspect, protection of child's privacy, confidentiality of investigative examinations etc.).

⁹⁴ This includes especially considerate treatment and the provision of support to the child through the social welfare and health care systems as well as by CSOs providing assistance and support to victims. Particular attention is given to cases of threat to children belonging to vulnerable groups, unaccompanied children or children placed in an institution. In the case of missing children, it is required to urgently determine the circumstances of disappearance and assess the possibility that the child may be a victim of crime. Since early marriage also carries the risk of slavery, forced labour or servitude, sexual exploitation and prostitution, due attention is paid to these circumstances during criminal investigation if a criminal offence is suspected.

⁹⁵ In addition to sexual exploitation and abuse of children, which is becoming increasingly widespread (including through the Internet), cases of children being victims of labour exploitation and exploitation for the purpose of forcing them to commit unlawful acts also occur. Therefore, when investigating offences such as begging and stealing, attention is paid to determining whether a child is recruited, forced and exploited by his/her parents, foster parents, guardian or other persons entrusted with the care of the child (criminal offence "violation of the rights of the child").

⁹⁶ In 2016, the funding for primary legal aid (legal counselling by authorised associations and legal clinics) amounted to HRK 700,000.00, which was increased by 50% in 2017, and by an additional 25% in 2018. The funding for secondary legal aid (representation by lawyers before courts and exemption from payment of court costs) amounted to HRK 2,120,500.00 in 2016, HRK 1,960,000.00 in 2017 and HRK 2,700,000.00 in 2018. In 2019, the funding for primary legal aid increased by 47% compared to 2018, and remained the same for the secondary legal aid.

⁹⁷ 99.56, 99.60, 99.115–99.116, 99.141–99.146, 99.148–99.157, 99.166.

⁹⁸ The progress of implementation of the CARNM is continuously monitored through annual reports, and action plans and operational plans ensure its efficient application (Operational Programmes for National Minorities 2017-2020, the National Anti-Discrimination Plan 2017-2022, the NRIS). Through the National Minorities Council funds are allocated for cultural autonomy programmes (with an increasing trend). The implementation of the Programme of the Government of the Republic of Croatia for the 2016-2020 mandate, in the spirit of tolerance and pluralism and appreciation of diversity, continues work on improving the level of protection of rights of national minorities.

⁹⁹ The project REC-RRAC-RACI-AG-2017 aimed at improving identifying hate crimes and their adequate prosecution and punishment, in partnership with the MJ and state attorney's offices, is currently underway.

¹⁰⁰ Programmes provide for improving development programmes in the areas in which national minorities have historically lived and which are demographically, economically or socially weak and

below the average level of national development, in order to ensure a larger financial support and special development programmes ensuring a minimum standard of municipal and social infrastructure. Part of the measures concerns: the use of the language and script of a national minority, education, cultural autonomy, access to the media, the right to self-organisation, to representation in political life and to participation in public life, a part of which was developed taking into account the specificities of particular national minorities.

¹⁰¹ Activities concerning the Serbian national minority include the return and housing care of refugees and their integration.

The activities concerning the Roma national minority include legalisation of sites inhabited by Roma and implementation of housing care. A special Annual Programme for 2019 for improving living conditions and housing care of members of the Roma national minority in the amount of HRK 1,500,000.00 through which Roma families were provided help in over 900 occasions mainly by distribution of household appliances (and to a lesser degree of construction materials).

Activities concerning the Italian national minority include: implementation of the bilateral agreement on the rights of national minorities, regulation of the system for the financing of associations, strengthening of the system of schools providing schooling in the Italian language and of modalities of action, and support to the development of the infrastructure of associations.

Activities concerning the Czech and Slovak national minorities include: implementation of the bilateral agreement on the rights of national minorities, improvement of conditions for work in schools, improvement of the system for financing associations and construction of infrastructure, reconstruction of war-destroyed structures.

Activities concerning the Hungarian national minority include: implementation of the recommendation of the Croatian-Hungarian Joint Committee for Minorities, construction of educational institutions and provision of resources for their completion, provision of information in the mother tongue.

Activities concerning the Albanian national minority include: improvement of bilateral relations with Albania and the Republic of Kosovo, establishment of institutions and provision of support for their construction, provision of support to activities of the Albanian Catholic Mission.

¹⁰² The Serbian national minority elects three representatives; the Hungarian and Italian national minorities elect one representative each; the Czech and Slovak national minorities jointly elect one representative; the Austrian, Bulgarian, German, Polish, Roma, Romanian, Ruthenian, Russian, Turkish, Ukrainian, Vallachian and Jewish national minorities jointly elect one representative; and the Albanian, Bosniak, Montenegrin, Macedonian and Slovenian national minorities jointly elect one representative.

¹⁰³ In early elections of representatives to the Croatian Parliament (2016), a member of the Roma national minority was elected as a representative of Austrian, Bulgarian, German, Polish, Roma, Romanian, Ruthenian, Russian, Turkish, Ukrainian, Vallachian and Jewish national minorities; a member of the Czech national minority was elected as a representative of Slovak and Czech national minorities; a member of the Albanian national minority was elected as a representative of Albanian, Bosniak, Montenegrin, Macedonian and Slovenian national minorities. Three representatives of the Serbian national minority, one representative of the Italian national minority and one representative of the Hungarian national minority were also elected.

¹⁰⁴ One of the components of the Portal is the project “e-Citizens” which provides an easy electronic access to all information from public administration. In 2019, a series of new e-services was introduced (currently 62) and work is ongoing on setting up new platforms, such as “e/Business”, “e/m-Signature” and “e/m-Seal”, (“e/Poslovanje”, “e/m-Potpis” and “e/m-Pečat”). Activities are also carried out related to the development and support to the relationship parent/guardian–child (in order to enable parents to use services for children); and the development of e-service “e-Enrolment into educational institutions” (“e-Upisi u odgojne i obrazovne ustanove”).

¹⁰⁵ Equality in the official use of languages and scripts is continuously monitored through annual reports on the implementation of the CARNM. According to the data from the 2011 Census, the legal requirement for introducing the equality of the official use of the language and script of a national minority is fulfilled in 27 local self-government units including the City of Vukovar (for the following languages: Czech, Slovak, Hungarian, Serbian and Italian). In accordance with the Act on Education in Languages and Scripts of National Minorities, resources are being ensured for printing textbooks, including in the Serbian language and Cyrillic script (cooperation between the MSE and the Serbian Cultural Society Prosvjeta).

- ¹⁰⁶ The Government also adopted the Action Plan for the Implementation of the NRIS 2019-2020 after an extensive discussion which also included policy directions after 2020.
- ¹⁰⁷ <https://pravamanjina.gov.hr/UserDocsImages/dokumenti/Uklju%C4%8Divanje%20Roma%20u%20hrvatsko%20dru%C5%A1tvo%20-%20istra%C5%BEivanje%20baznih%20podataka.pdf>
- ¹⁰⁸ The publication Inclusion of Roma in the Croatian Society: Research of Basic Data was distributed to 371 addressees in Croatia (councils and members of the Roma national minority, LRSGU, state administration bodies, CSOs, academic community) and 63 addressees abroad (EU candidate countries, EU agencies, EC, the CoE). The project drew attention as a model of the best practice and the European Union Agency for Fundamental Rights (FRA) and the CoE expressed their interest and, in 2019, the OHRRNM hosted the thematic visit of the Committee of Experts on Roma and Traveller Issues on the topic of mapping and collecting data aimed at monitoring the efficiency of national policies.
- ¹⁰⁹ In August 2019, a meeting of the Working Group for the preparation of that curriculum (including Roma representatives) was held, to harmonise the methodology for its drafting. Adoption and publication of the document is expected in early 2020, followed by preparation of textbooks and teaching materials.
- ¹¹⁰ Motivated by UPR recommendations, Croatia adopted the Act on Amendments to the Croatian Citizenship Act (2015), contributing to protection of the acquired rights of many Roma, who would otherwise be at risk of statelessness.
- ¹¹¹ The number of resolved applications for admittance to Croatian citizenship of members of the Roma national minority in the period from 1 January 2018 to 31 October 2019 was as follows: approved – 18; refused – 6; issued guarantees of admittance to citizenship – 5; decision on termination/rejection – 0; procedures underway – 22.
- ¹¹² Employment of members of national minorities is thus encouraged, and the bodies covered by Article 22 of the CARNM are obliged to take care of this when announcing vacancies. However, since the Decision prohibiting new recruitments of civil servants in state administration bodies (2016) is still in force, this also impacts such employment. In accordance with the obligation under the Operational Programmes for National Minorities 2017-2020, a methodology has been developed for monitoring such manner of employment in the civil service and administrative bodies of local administration units, and the MPA sent to those bodies instructions for recording/monitoring of admission to civil service by calling upon the right of preference.
- ¹¹³ The right to the guaranteed minimal allowance is revoked if the beneficiary works for longer than three months, and the average income in that period exceeds the amount of the granted guaranteed minimal allowance for a single person or a household.
- ¹¹⁴ The implemented projects covered 356,266 beneficiaries (HRK 234.5 million). In mid-2019, the fourth call for co-financing school meals was announced, and evaluation of applications is underway. A call for projects by humanitarian associations is under preparation.
- ¹¹⁵ Croatia is a party to the Protocol on Water and Health under which the following is being implemented: the monitoring plan for water intended for human consumption, official controls of suppliers of water services, examination of water at water extraction points, and water monitoring. 93% of the population has the opportunity to connect to a public water supply system, of which 87% are connected, while others use private wells. Water supply systems are continuously being improved and, in response to the problems in some local water supply systems, a thorough analysis is being carried out and is to be completed in 2020.
- ¹¹⁶ 5.117, 5.120, 5.161–5.164, 5.167.
- ¹¹⁷ The beneficiaries, based on the Reconstruction Act, the Act on the Status of Displaced Persons and Refugees and the Act on Housing Care on Supported Areas, exercise their rights in the fields of reconstruction, housing care and status rights (records, payment of financial support and issuing of status certificates) in proceedings before the competent administration bodies.
- ¹¹⁸ After the plan was completely implemented in 2011, applications are submitted in accordance with the Regulation on Determining the Status of Former Tenancy Rights Holders and Members of their Families and the Conditions and the Procedure for their Housing Care.
- ¹¹⁹ From 2014 to 2019, the CSORHC with respect to lease contracts for former tenancy rights holders, issued: 282 contracts out of areas of special state concern (of which 72 were not signed because of withdrawal, death or other circumstances of the beneficiary) and 467 contracts in areas of special state concern (of which 89 were not signed).
- ¹²⁰ It commenced with the Sarajevo Declaration in 2005 and was continued by the Joint Declaration

signed by foreign ministers of the Republic of Croatia, Bosnia and Herzegovina, Montenegro and the Republic of Serbia in Belgrade in 2011. The aim of the Regional Housing Programme is to permanently meet the housing needs of the most vulnerable categories of displaced persons and refugees and provide durable housing solutions either through integration in the country of refuge or by returning to the country of origin. On 3 December 2013, the RC and the Council of Europe Development Bank signed the Framework Agreement defining the legal basis for using financial resources from the Regional Housing Programme Fund.

121 Through the lease of state-owned family houses or apartments, donation of state-owned buildable land and building materials for the construction of a family house, donation of building materials for renovation, expansion and completion of construction of a family house owned by the beneficiary, donation of building materials for the construction of a family house on the buildable land owned by the beneficiary, donation of a state-owned uninhabitable family house and building materials for its renovation or reconstruction.

122 The Islands Act, the Act on Supported Areas and the Act on Hilly and Mountainous Areas.

123 The CSORHC assumed the obligation to return private property under the Act on Temporary Takeover and Management of Certain Property, in accordance with its competences regarding the management of property in areas of special state concern.

124 Since 2014, 67 active cases of occupied property have been recorded, of which 22 cases concern occupied property, and 45 cases concern the property that Croatia has to return to their owners due to subsequent loss of ownership of that property because the owners obtained a judgement declaring void the sales contracts. Of 22 cases of occupied property recorded in 2014–2018, 14 cases have been solved. Of 45 cases of “false purchase” recorded in 2014, 30 cases were solved by 2018.

125 In some cases private property was not returned because of unsettled ownership, however, solutions are still sought and, in cases where compensation has not been paid to owners for not being able to use their property, agreements for peaceful resolution of the dispute are proposed.

126 99.35, 99.158–99.160.

127 Applications are processed within legal deadlines. Most seekers of international protection perceive Croatia as a transit country and, in a great number of cases, seekers of international protection leave Croatia before the procedure has been completed.

128 It is granted to: a victim of human trafficking; a minor who has been abandoned or is the victim of organised crime or has been left without parental care, custody or accompaniment; a third-country national who, until the date of submission of the application had refugee status for at least 10 years or was included in the programmes of reconstruction, return or housing care for refugees from the RC; and for serious and justified reasons of a humanitarian nature. These persons can work without a residence or work permit on the basis of the approved temporary stay.

129 This covers procedures, i.e. exercising the right to stay in RC, re-uniting of families, accommodation, work, health protection, education, religion, free legal aid, social care, ownership of a real estate in accordance with the 1951 Convention and acquisition of Croatian citizenship (in accordance with regulations).

130 With the purpose of quality integration of these persons the project “Integration of persons with approved international protection resettled from Turkey and integration and care of persons on the basis of other forms of solidarity with the Member States of the European Union” is implemented.

131 Activities: TV, radio and Internet campaigns, a survey of attitudes of citizens, national conferences, public discussions, publication of the results of the survey and a new integration guide). An awareness-raising spot reached 2.5 million television viewers and Internet visitors; a radio spot was played more than 140 times on 5 stations with a national coverage; there were 9 public events on the theme of integration challenges, organised for representatives of professional and general public in 7 cities and attended by more than 600 participants; a survey of attitudes and integration capacities was carried out in 30 LRSGU and more than 1,400 persons participated; awareness-raising workshops for children and young people were carried out in 17 primary schools in 6 cities for more than 950 children and young people; a brochure “Children's questions about being a refugee and how to answer them” was printed.

132 They must attend a course in the Croatian language, history and culture as a basis for quality integration.

133 In order to inform the public about the rights of migrants, the Guide on the integration of foreigners in the society, which contains an overview of the rights of different categories of foreigners, including asylum seekers, has been supplemented with new information and translated into English, French,

Ukrainian, Arabic, Farsi and Urdu.

- ¹³⁴ The special guardian contacts and visits the child and takes care about his/her appropriate care and healthcare. All decisions are made in the best interest of the child, and the child is informed about the appointment of a special guardian who represents him or her in procedures before the state and other bodies, prepares for interviews and informs on the results. If the child does not understand Croatian, an interpreter will be provided. Procedures take priority and are carried out in the best interest of the child, respecting the child's opinion taking into account the child's age and the level of development. During the procedure for granting international protection, the unaccompanied child submits an application in person, but the special guardian must be present (the special guardian may only exceptionally submit an application on behalf of the child – if he or she considers that this is necessary).
- ¹³⁵ These are: homes for education of children and young people, the Centre for Community-based Services Zagreb – Dugave and the reception centre for asylum seekers in Kutina, which is intended for vulnerable groups, and, exceptionally and only for those over 16 years of age, the reception centre for asylum seekers in Zagreb.
- ¹³⁶ 99.26, 99.89, 99.92, 99.95, 99.97–99.101, 99.104–99.107, 99.190.
- ¹³⁷ In order to increase the quality of trials a number of judges in first-instance proceedings for war crimes have been reassigned accordingly, the Judicial Academy provides training to judges and the SAORC has developed a “Handbook on procedures to be followed in cases of war crime” (methods by which crimes are committed, international criminal law, case law of the European Court of Human Rights and national courts).
- ¹³⁸ It provides support to witnesses summoned through international legal aid (including witnesses of war crimes), organises psychosocial assistance and provides information about the rights of victims and witnesses and psychological support via phone. In war crime cases, intermediary services are provided to witnesses and other actors in securing physical protection (if necessary) and assistance in accessing the competent judicial body in Croatia and abroad. The Service carries out activities to provide compensation to victims and informs victims about the offender's release from imprisonment (including victims of war crime) and cooperates with prisons, police administrations, county teams for prevention and combating family violence and violence against women and with social welfare centres.
- ¹³⁹ They provide emotional support to victims, provide information about the rights of victims and witnesses and refer victims to competent services. In war crime cases, victims and witnesses who are summoned to witness are called via phone. If necessary, transport is organised, and in international cases police escort and protection is provided. Departments submit information about the victim to the competent bodies responsible for an individual assessment of the victim and provide support to county and municipal courts and misdemeanour courts.
- ¹⁴⁰ Where the special manner of interrogation of a witness at risk only refers to non-disclosure of data, the interrogation will be conducted under a pseudonym without specifying any other data. Where it refers to the concealment of his physical appearance, the interrogation will be conducted by an audio-video device and the witness will be placed in a separate room and his physical appearance and voice will be changed. Outside the context of proceedings, the protection of the witness and the persons close to him will be carried out in accordance with the Witness Protection Act.
- ¹⁴¹ During 2016, workshops “Procedures in cases of war crimes” (training on the application of international war and humanitarian law, as well as the international criminal law, and on the case law of the ICTY and the European Court of Human Rights). In May 2019, the SAORC organised a workshop for deputy state attorneys and advisors working on war crime cases on standards of efficient investigation developed before the European Court for Human Rights. Two workshops for judges and state attorneys dealing with war crimes “Prosecuting war crimes – equalisation of practice” were added to the programme of the Judicial Academy for 2019.
- ¹⁴² The Act prescribes the right to compensation in a one-off amount of HRK 100,000.00 and an increased financial compensation of HRK 150,000.00 (in cases where sexual violence resulted in consequences such as pregnancy, abortion or birth of a child or where the victim was a minor). In addition to the one-off compensation, victims may receive monthly compensation (calculated on the bases of 73% of the budgetary base – which currently amounts to HRK 2,428). It also prescribes the right of the heir of a victim who died before the adoption of the Act. From 2015 to late November 2019, applications for recognition of the status of a victim of sexual violence were submitted by 264 persons (69 men and 195 women).

- ¹⁴³ There were 49 women victims of sexual violence from the Homeland War and, in 2017, there were 9 women victims. In 2018, psychosocial assistance was sought by 20 women – victims of sexual violence, and by other five women in the first half of 2019.
- ¹⁴⁴ The Education and Teacher Training Agency organises fairs and competitions in the field of civic education.
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