



RESETTLEMENT CROATIA



Practical Guide through the Process of Early Integration for Persons granted International Protection



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Introduction

Dear readers,

In order to contribute to ensuring organized, safe and legal pathways to Europe for persons entitled to international protection, the Republic of Croatia adopted a Decision on relocation and resettlement of third country nationals or stateless persons who fulfil the conditions for the status of international protection, according to which Croatia should have received 150 persons. Following that Decision, 152 persons were resettled from Turkey between November 2017 and October 2018 within the pilot project “Providing Refugee Resettlement Assistance to the Government of the Republic of Croatia”. The purpose of the pilot project implemented by the IOM as the implementation partner for the Ministry of the Interior of the Republic of Croatia (Mol RoC), was to ensure comprehensive support to the resettlement and post-arrival orientation, as well as early integration support to those refugees identified by the Government of the Republic of Croatia for resettlement to Croatia, including capacity building and networking of relevant stakeholders at the national and local levels. Early integration activities were implemented in cooperation with the Croatian Red Cross (HCK), and several city branch organisations of the Red Cross (GDCK).

This Guide was developed as a part of the Pilot Project, and it is targeted at local stakeholders and experts who work with resettled persons and other persons under international protection. Its aim is to provide all relevant information in order for the persons under international protection to exercise their rights and gain access to basic services. The Guide primarily deals with the areas of education, health care, employment, social welfare and housing, dealing with specific aspects of social protection of persons under international protection, and it is the result of experience gathered



while working with resettled refugees, and in cooperation with the representatives of the relevant stakeholders. The Guide contains a list of administrative steps that a person under international protection should undertake once s/he comes to the Republic of Croatia, and a list of institutions, at which s/he should get registered in order to exercise their legal rights as beneficiaries of international protection in the Republic of Croatia, which is the first step towards integration in Croatian society. The guide also provides information on the relevant legislation in various aspects of integration for persons under international protection, in line with the experience from the Pilot Project.

Although the term integration has several meanings, depending on the country and the context, it is generally defined as the process of mutual adaptation between the society of the host country and persons under international protection, both on individual basis and as groups. The framework of the integration policy should take into account the rights and obligations of persons under international protection, such as access to the labour market, health and social services, education for children and adults, housing and active participation in the community.

We hope that you will find this Guide useful, and that it will contribute to the process of early integration of persons under international protection.

1. RELEVANT LEGISLATION AND PUBLIC POLICIES

Rights and obligations of persons under international protection are defined by the Act on International and Temporary Protection (NN 70/15, 127/17), which regulates the right to stay, family reunification, accommodation, labour, health care, education, freedom of religion, free legal aid, social welfare, assistance with integration in society, ownership of property and acquiring Croatian citizenship.

Based on the Act on International and Temporary Protection (NN 70/15, 127/17), the following bylaws were enacted: Ordinance on participation of asylees, foreigners under subsidiary protection and foreigners under temporary protection in the payment of accommodation costs (NN 59/2018), Decision on the costs of accommodation in the Reception Centre for Asylum Seekers (NN 47/2016), and the Ordinance on the forms and data collection in the procedure for international and temporary protection (NN 85/2016).

In 2018, the new Foreigners Act was enacted (NN 130/11,74/13,69/17,46/18), as well as the Act on Mandatory Health Insurance and Health Care of Foreign Nationals in the Republic of Croatia (NN 13/80 and 15/18).

On 23 November 2017, the Government of the Republic of Croatia adopted the Action Plan for integration of beneficiaries of international protection for the period 2017-2019, which is one of the documents in the field of integration of persons under international protection.



2. BASIC CONCEPTS

2.1. International protection

The term international protection covers asylum or subsidiary protection.

Asylum shall be granted to applicants who are outside their countries of origin or habitual residence, and who have grounds to fear persecution on the basis of their race, religion, nationality, affiliation with a specific social group or political opinion, for which reason they cannot or do not want to accept protection from that country.

If the asylum seeker does not fulfil the criteria for granting asylum, and there are justified reasons to believe that by returning to their countries of origin they will be faced with a real risk of suffering serious injustice, and thus cannot or do not want to accept the protection by that country, they can be awarded subsidiary protection.

The intention to seek international protection may be expressed at the border or - if the person is already located in Croatia, the intention can be expressed in police administrations, in reception centres for foreigners and exceptionally in reception centres for asylum seekers.

Comment: Persons who arrived within the resettlement programme express their intention to seek international protection in the airport police station at the Zagreb airport or exceptionally in the reception centre for asylum seekers.

In order to establish the identity, asylum seekers older than 14 are obliged to provide their fingerprints and to have their photo taken.

In the course of the proceedings, asylum seekers may not spend more than two days outside of the reception centre without the approval of the centre.

In the course of the proceedings, the Ministry of the Interior shall ensure the presence of interpreters for persons who don't speak Croatian.

They are also entitled to translations of all the relevant documents, and if asylum seekers do not wish to use the offered translation services, they are obliged to provide documents translated by certified court interpreters in Croatia.

The asylum seeker shall receive a decision in a language s/he understands.

Deadlines: ordinarily 6 months
exceptionally it can be extended by 9 additional months in case that many persons request international protection within a short time period or if it is necessary to clarify all facts and legal issues

Cessation of international protection:
if there is a change of circumstances, on the basis of which the person was awarded international protection
if the person accepts protection in the country of origin
if the person returns to the country of origin
if the person acquires citizenship in a country that can provide protection
if the person voluntarily regains citizenship in the country of origin, which they previously lost

2.2. Family reunification

A third country national may request family reunification if they have a family member who obtained a temporary or permanent residence permit or has been granted international protection in Croatia.

Family members to whom family reunification may be approved include spouses, civil law partners (3 years of cohabitation or having a child together), minor children (including adopted children) and parents (or adoptive parents) of minors.

In case of serious humanitarian reasons or special reasons, family reunification may also be approved to parents and adult children. These requests shall be considered individually, and exceptions shall not be applied to beneficiaries of subsidiary protection.

The sponsor has to have residence in Croatia for at least 2 years before they can be joined by a family member if they stay on the basis of a residence and work permit issued according to the annual quota.

Necessary documents include birth certificates for children, authenticated copies of travel documents for family members, documents that confirm family relations (such as marriage certificate, parent's statement on previous cohabitation, witness' statements etc.).

Duration of the proceedings is 30 days from the day of filing a duly completed application form or 60 days if further investigation is necessary (or longer if the request has been incomplete or if the police administration waits for the applicant to submit the documents/data that are missing).

Upon approving the status, the person is obliged to register the address within 30 days of getting status approval; they may not stay abroad for more than 30 days in continuity (exceptionally 90 days, but they have to inform the police on such prolonged stay and state justified reasons).

If the aforementioned duties are not fulfilled, this results in revoking the residence permit.

After 4 years of continuous temporary residence in Croatia for reasons of family reunification, a child who reached the age of majority and the spouse/civil partner may obtain their autonomous residence permit.

A person has to register the address of his/her residence within 30 days.

A person is not entitled to stay outside of Croatia for longer than 30 days in continuity or exceptionally in case of justified reasons for longer than 90 days. In case of a 90-day absence, the person has to inform the police officers at the nearest police station of their intention to extend the stay.

2.3. Permanent residence

Permanent residence may be approved for a foreign national who:

- 1 up until the day of filing the request has had uninterrupted legal residence in the Republic of Croatia for 5 years (which includes approved temporary residence, asylum or subsidiary protection). It is

considered that a third-country citizen has had uninterrupted legal residence in the Republic of Croatia if during a period of five years s/he was absent for up to 10 months cumulatively, and up to 6 months continuously.

Comment: Given that the procedure for obtaining international protection may last a while, and if the person waited for the status to be approved for less than 18 months, half of that period shall be included in the above mentioned period of 5 years necessary for obtaining permanent residence. In case that a person waits for the resolution of their status for longer than 18 months, then the entire period is included in the 5-year-period necessary for obtaining permanent residence.

- 2 has a valid foreign passport (stateless persons, foreign nationals with asylum status or persons under subsidiary protection do not have to fulfil this condition),
- 3 has the means to support himself,
- 4 has health insurance,
- 5 knows the Croatian language and the Latin script and the Croatian culture and social organization, and
- 6 poses no threat to public order, national security or public health.

Permanent residence may also be granted to:

a third-country national who had temporary residence for 3 years in continuity and who had refugee status for at least 10 years.

a child born in Croatia whose one parent has been granted permanent residence, if the other parent approves.

third-country nationals who had residence in the Republic of Croatia on 8 October 1991, who are the beneficiaries of programmes supporting return, renewal or housing, which is proven by the certificate issued by the competent state authority for refugees, and who can prove to have returned to the Republic of Croatia with the intention to live here permanently.

third-country nationals who were born on the territory of the Republic of Croatia and have lived here since birth, but did not have a regulated residence for reasons outside of their influence.

The aforementioned persons do not need to fulfil the condition of uninterrupted stay of 5 years, and they only have to submit a valid passport with their application.

2.4. Naturalization

Croatian citizenship may be acquired on the basis of: residence in Croatia, birth in Croatia, marriage to a Croatian citizen, emigration from the Republic of Croatia, interest of the Republic of Croatia to accept a foreign national to Croatian citizenship, renewed granting of Croatian citizenship due to the fact that a person belongs to the Croatian people.

In order to obtain Croatian citizenship on the basis of residence in the Republic of Croatia, a person must fulfil the following conditions: be at least 18 years old, receive dismissal from foreign citizenship, live in the

Republic of Croatia with registered residence in Croatia for an uninterrupted period of 8 years before filing the application, and have an approved status of a foreign national with permanent residence, knowledge of the Croatian language and the Latin script, Croatian culture and the social structure and have respect for the legal system and customs in Croatia.

Children younger than 18 years of age acquire Croatian citizenship if both parents acquired Croatian citizenship by naturalisation, if only one of the parents acquired Croatian citizenship through naturalisation, and the child is living in Croatia and has approved residence or if only one of the parents acquired citizenship through naturalisation, and the other is a stateless person or of unknown citizenship, and the child is living abroad.

The application for citizenship has to be submitted at the closest police administration or a police station.

The necessary documents include: CV, birth certificate, proof of citizenship of a foreign country, certificate issued by the competent authority attesting the absence of any criminal record in all of the countries, in which the foreign national is a citizen, and personal identity card with a photograph.

Candidates who submit the requests on the basis of approved residence in Croatia prove the knowledge of the Croatian language and the Latin script by submitting the relevant certificate on passing the Croatian language and Latin script exam, and the knowledge of the Croatian culture and the social structure is proven by filling in the corresponding questionnaire in the police administration or a police station.

Relevant legislation Act on Foreigners
Act on International and Temporary Protection
Croatian Citizenship Act

Relevant contacts: Ministry of the Interior, Directorate for Immigration, Citizenship and Administrative Affairs
Phone: 00 385 (0)1 3788 193; Address: Ilica 335, 10000 Zagreb; **Web:** <https://mup.gov.hr>; **E-mail:** pitanja@mup.gov.hr

Reception Centre for Asylum Seekers in Zagreb
Address: Sarajevska cesta 41, 10000 Zagreb,
E-mail: prihvatiliste.za.trazitelje.azila@mup.hr

Reception Centre for Asylum Seekers in Kutina
Address: Sisačka ulica 3, 44320 Kutina,
E-mail: prihvatiliste.za.trazitelje.azila@mup.hr

IOM Croatia
Phone: 00385(0)14816774;
Address: FranjeRačkog3/3, 10000 Zagreb;
Email: iomzagreb@iom.int; Web: <https://croatia.iom.int/>

UNHCR Croatia
Phone: 00385(0)13713555; Address:
Radničkacesta41/7; E-mail: hrvza@unhcr.org;
Web: <https://www.unhcr.org/hr/>

Croatian Red Cross
Phone: 00385(0)14655814;
Address: Ulica Crvenog križa 14, 10001 Zagreb;
E-mail: redcross@hck.hr; Web: <https://www.hck.hr/>

Jesuit Refugee Service
Phone: 00385(0)98993586;
Address: Maksimirska cesta 286, 10000
Zagreb; E-mail: info@jrs.hr; Web:
<http://www.jrs.hr/>

3. AFTER THE RIGHT TO INTERNATIONAL PROTECTION IS APPROVED

What has to be done after receiving the status of international protection when the person is still accommodated in the reception centre, and what is the order of these steps?

Comment: The procedure is applied equally to persons who arrived within the resettlement programme.

- 1 Registering at the police station where a person has to request and obtain a personal identification number (OIB), certificate of residence, certificate on the registration number, and submit the application for issuing a residence permit.
- 2 Registration of the unemployed person at the competent regional office of the Croatian Employment Service.
- 3 Opening a bank account.
- 4 Submitting an application for housing at the competent social welfare centre and the applications for obtaining other benefits from the social welfare system (for example, request for granting the guaranteed minimum benefit if the household has no income or other means of subsistence; application for the personal disability allowance etc.).
- 5 Submitting an application for child allowance at the closest branch office of the Croatian Pension Insurance Institute or at any post office. In order to submit an application, it is necessary to have a bank account and a signed approval by the bank for receiving the child allowance on the bank account.
- 6 Enrolment of children in educational institutions depending on the child's age.

Relevant contacts:

Police station in Kutina
Phone: 00 385 (0)44 646 111;
Address: Ul. Kralja Petra Krešimira IV, 44320, Kutina; web:
<http://sisacko-moslavacka.policija.gov.hr>

Regional Office in Kutina, Croatian Employment Service
Phone: 00 385 (0)44 691 3700;
Address: Crkvena 13, 44320 Kutina

Social Welfare Centre in Kutina
Phone: 00 385 (0)44 683 603;
Address: Ul. Stjepana Radića 7a, 44320 Kutina; web:
<http://www.czss-kutina.hr/o-nama>

Branch office in Kutina, Croatian Pension Insurance Institute
Phone: 00 385 (0)44 683 952;
Address: Trg kralja Tomislava 17b, 44320 Kutina

State Administration Office in the Sisačko-moslavačka County,
Department for Social Affairs;
Phone: 00 385 (0)44 500-080;
Address: Ivana Kukuljevića Sakcinskog 26, Sisak;
E-mail: sluzba-drustvene.djelatnosti@udu-smz.hr, web: <https://www.udu-smz.hr/>

4. MOVING TO A PLACE OF PERMANENT RESIDENCE

What has to be done after moving to a place of permanent residence and what is the order of these steps?

4.1. Before moving:

1. Deregistering current residence at the competent police administration.
2. Information to the competent educational institution on the fact that the enrolled children are moving away.
3. Information to the competent social welfare centre and potentially submitting an application for a one-off allowance.

4.2. After moving

- 1 Registering the new residential address at the competent police administration, submitting the application for a residence permit card. The first residence permit card for a person under international protection is free of charge.
- 2 Registration of employable persons at the competent regional office of the Croatian Employment Service.
- 3 Registration at the competent social welfare centre.
- 4 Enrolment of children in the educational institutions.
- 5 Finding primary care practitioners (general practitioner, gynaecologist, paediatrician, dentist).



5. EDUCATION

Persons under international protection are entitled to all levels of education under the same conditions as Croatian citizens, in line with special legislation (Act on International and Temporary Protection, NN 70/15,127/17).

Educational institutions in Croatia include: early and pre-school educational institutions, primary schools, secondary schools and higher education institutions. They can be either public or private.

Pre-school institutions and kindergartens

As a rule, the application to enrol a child in the kindergarten is submitted in May when kindergartens publish notices on enrolment for the school-year starting in September. A list of all documents and forms necessary for enrolment can be found on the website of the kindergarten or at the kindergartens during the enrolment period. A child can be enrolled in the kindergarten also in the course of the school year, provided there are available places, so that after moving the child with approved international protection status to a place of permanent residence, it is necessary to contact a kindergarten, which is the closest to the place of residence and to arrange further steps necessary for the enrolment.

At enrolment, the child needs to have a doctor's certificate of health and regular vaccination. If parents do not have vaccination records for the child, the paediatrician will vaccinate the child before issuing the certificate.

Pre-school institutions and kindergartens are in the remit of cities and municipalities, and therefore the conditions for attending them, including the price, depend on the founder, and they differ between cities and municipalities.

Enrolment in pre-school institutions and kindergartens is not guaranteed, and due to the limited number of available places, each city and municipality has its own selection procedures.

All children who do not attend kindergarten are entitled to a minimum of 250 to 550 hours of pre-school programme per year, in the year preceding the enrolment in school, which is free of charge.

Primary schools

Primary education in Croatia is mandatory and free of charge for all children between ages of 6 and 15, and until 21 years of age for children with development difficulties.

Enrolment in primary schools is implemented in accordance with the enrolment plan adopted by the state administration office in the county, in charge of educational affairs, or the City Office for Education in Zagreb, on the basis of enrolment areas (each school covers a certain area, depending on the place of residence or registered residence, and they are defined in accordance with the State Pedagogical Standard).

Preparatory classes

Upon enrolment, children are tested in school by school experts for their knowledge of the Croatian language.

For students who are not sufficiently fluent in Croatian, the school organises preparatory classes for a duration of a total of 70 hours.

Before implementing preparatory classes, the school has to receive approval by the State administration office in the county, or the City Office for Education in Zagreb, and the consent by the Ministry of Education.

Preparatory classes may be implemented in another school nearby if this school has more students for attending the preparatory classes.

Upon finishing the preparatory classes, the school submits a report on the results of each pupil to the State administration office, or to the City Office for Education in Zagreb. If the pupil did not gain knowledge of the Croatian language sufficient for attending the school, the Office shall issue a formal decision instructing the child to repeat the preparatory course.

At the same time with the preparatory classes, the school may involve the child in attending regular classes of the corresponding or approximate grade, depending on the age of the child, but without grading the pupil.

Islamic religious education

If there is interest for Islamic religious education at the school, it can be organised through the Islamic Community in Croatia.

Secondary schools

Secondary schools in Croatia include grammar, art and vocational schools. Grammar schools are four-year schools providing general education, which end in nation-wide school-leaving exams. Vocational schools (in the duration of 3, 4 or 5 years) train the pupils for the labour market or provide the possibility of continuing education, whereas art schools make it possible to acquire knowledge, skills, abilities and creativity in arts.

Children under 18 who have completed the primary school may enrol in the secondary school. Exceptionally, with the approval of the school board, pupils up to the age of 18 may be enrolled in the first grade, whereas pupils older than 18 years of age may only be enrolled with the approval of the ministry in charge of education.

Applications for schools and enrolments are done through the National Information Admission System for Secondary Schools (NISpuSŠ), or in special cases based on a prescribed decision.

In order for the child under international protection who has thus far not been enrolled in the Croatian educational system to enrol in the secondary school, it is necessary to contact the State administration office in the county or the City Office for Education, provided that the child has proof of completed primary education. Before deciding on a specific school, the Office will refer the child to the competent regional office of the Croatian Employment Service for professional orientation.

Higher education

The university system in Croatia is aligned to the provisions of the Bologna process, and it consists of three main levels: undergraduate, graduate and postgraduate studies. Professional education includes professional undergraduate and specialist graduate studies.

For the enrolment at the university or in professional programmes, it is necessary to complete a four-year secondary education programme and to pass the national school-leaving exam. Faculties/departments prescribe their criteria for enrolment, the enrolment quotas, requested documentation and deadlines for the selection and enrolment. Potential students may apply to higher education institutions in Croatia by using the IT-system of applications at www.postani-student.hr. More information available at the website: <https://www.studij.hr>

If a potential student under international protection has not completed secondary education in Croatia, and thus if they cannot apply through the central system of applications, it is necessary to contact the university directly and to arrange further steps.

Croatian language course

One of the objectives of the mentioned Action Plan for integration of beneficiaries of international protection for the period 2017-2019 is to provide Croatian language courses for all age groups as a step towards successful integration. This objective will be implemented through the following activities:

- 1 Providing courses in the Croatian language, history and culture in all cities where persons under international protection reside. This measure is implemented by the Ministry of Science and Education, state administration offices, educational institutions, and institutions for adult education.
- 2 Providing preparatory and additional classes for pupils in primary and secondary schools who are not fluent in Croatian. This measure is implemented by the Ministry of Science and Education, state administration offices, educational institutions, and founders of educational institutions.

Adult education

Children older than 15 years of age and adults who have not completed primary school may enrol the primary education programme for adults.

Adult education institutions include public and private schools for adult education.

Programmes in adult education institutions are primary and secondary school programmes, re-training and training programmes for simple occupations (such as waiter, security guard, warehouse worker etc.).

Attending the programme is funded from the budget of the Ministry of Science and Education.

There are training possibilities through temporary projects (such as the *Ozon* project implemented by the Croatian Employment Service).

Occupational training without commencing employment is a measure for the training of young persons in the occupation, for which they were trained, with the aim of gaining experience or formal preconditions for taking the vocational or the master's exam.

Verification of foreign educational qualifications

Persons granted international protection have the right to verification of foreign educational qualifications under the same conditions as the Croatian citizens.

Persons granted international protection who are not able to obtain the documents on their previous qualifications for justified reasons have the right to attend the assessment of prior learning.

If a person granted international protection doesn't own enough financial means, the costs of translation of foreign credentials should be covered from the state budget, from the level of the Ministry of Education.

In case that documents proving previous levels of education for children are lost, a parent can give his/her statement to public notary or employment service official on how many years of schooling their child completed and such a statement is a valid proof for their inclusion in the Croatian educational system.

Request for verification of foreign tertiary education qualifications should be submitted to National ENIC/NARIC Information Centre for academic mobility and recognition of foreign higher education qualifications, which is a part of the European Network of National Information Centres on academic recognition and mobility at the Agency for Science and Higher Education. Verification is free of charge, and the process may take several months.

Relevant
legislation

Preschool Education Act
Primary and Secondary School Education Act Adult
Education Act
Scientific Activity and Higher Education Act
Regulation on the Implementation of Preparatory and
Supplementary Classes for Students with Insufficient
Knowledge of the Croatian Language (NN 15/2013)
Regulation on the Method of Implementing Programme and
Assessment of Knowledge of Asylum Seekers, Asylum
Grantees and Foreigners under Temporary Protection and
Foreigners under Subsidiary Protection for the Purpose of
Accessing the Education System of the Republic of Croatia
(NN 89/2008)

Relevant
contacts:

State Administration Office in the Sisačko-moslavačka County,
Department for Social Affairs;
Phone: 00385(0)44500-080;
Address: Ivana Kukuljevića Sakcinskog 26, Sisak;
E-mail: sluzba-drustvene.djelatnosti@udu-
smz.hr, web: <https://www.udu-smz.hr/>

City Office for Education in Zagreb
Phone: 00385(0)16166074; Address: Ilica25/1, 10000
Zagreb; E-mail: obrazovanje@zagreb.hr,
[web: https://www.zagreb.hr/gradski-ured-za-
obrazovanje/826](https://www.zagreb.hr/gradski-ured-za-obrazovanje/826)

State administration office in the Zagreb County
Phone: 00385(0)16345102;
Address: Trg J. J. Strossmayera 4, 10000 Zagreb,
[E-mail: pisarnica@uduzz.hr; web: https://www.uduzz.hr/](https://www.uduzz.hr/)

State administration office in the Zadar County
Phone: 00385(0)23311258;
Address: Jurja Barakovića 1, 10000 Zagreb;
E-mail: drustvene@udu-zz.hr; web: <https://www.udu-zz.hr/>

State administration office in the Brodsko-posavska County
Phone: 00385(0)35216112;
Address: Ul. Petra Krešimira IV 1, 35000, Slavonski Brod;
E-mail: gordana.maticic@udubpz.hr; web:
<http://udubpz.hr/>

Ministry of Education, Education Directorate
Phone:
00385(0)14569048
for early and preschool education,
00385(0)14594404
for primary schools,
00385(0)14569024 for secondary
schools and adult education;
Address: Donje Svetice 38, 10000 Zagreb; web:
<https://mzo.hr/>

6. EMPLOYMENT

Persons granted international protection are entitled to equal rights to employment as Croatian citizens (Act on International and Temporary Protection, NN 70/15,127/17).

Employment contract Employment is based on a written employment contract. The contract is concluded for an indefinite time period, and only exceptionally may the contract be concluded for a definite term, but for no longer than three years in continuation. Finding a job and signing an official employment contract is the first step towards independence.

Probationary period Upon concluding an employment contract, it is possible to set a probationary period, which can last for no longer than six months. In case of a probationary period, the notice period is a minimum of 7 days. Unsatisfactory work during the probationary period is a justified reason for terminating employment.

Age Persons younger than 15 years of age and persons younger than 18 years of age who attend mandatory primary education are not eligible for employment. Furthermore, minors may not be employed at jobs, which can pose a threat to their safety, health, morale or development. If a minor is employed, the employer has to have a written signed consent by the child's parents.

Registration at the Croatian Employment Service (CES)

Purpose of registering at the CES is gaining access to resources and information necessary for finding employment, and for participating in trainings and obtaining support in the form of counselling.

Documentation necessary for registration: personal identity card, certificates on education, OIB, certificate of residence. If the documentation on previous education is not available, previous education may not be recognized as a reference in the search for a job.

Duties of unemployed persons:

Regular contacts with counsellors at the employment service for individual counselling.

Participation in the drafting of a professional plan for a job search and implementation of planned activities.

Applying for job vacancies.

Attending activities organized by the Service aimed at employment.

Rights of unemployed persons:

Cash benefits and expense claims during education and training.

One-off cash allowance and travel expenses (and costs of moving to another place for employment).

After 9 months of employment within a period of two years, the person is entitled to the unemployment benefit.

Grants for self-employment

The Government of the Republic of Croatia provides grants for self-employment for unemployed persons who decide to start their own business.

In order for the unemployed person to fulfil the conditions for obtaining the grant for self-employment, they have to be registered at the Croatian Employment Service. In addition, they have to undergo counselling for self-employment in the competent regional office of the CES, in order to get information on the administrative steps necessary to start their own business. Furthermore, they have to develop a business plan and a cost statement with the assistance of the counsellor.

After submitting the business plan and the pertaining documentation, the Croatian Employment Service decides whether the plan is compliant with the conditions for awarding the grant, and - depending on this decision - concludes a contract with the applicant.

In case that the business is closed down before the expiry of the contract, the entrepreneur has to return the grant with the pertaining interest.

The grants for self-employment may be requested at any point in time, without any specific deadlines.

Unemployment benefits

This benefit can be received if a person worked more than nine months over the previous two years. Persons who quit their job by themselves or in agreement with their employer and those who get dismissed because of their poor work performance are not entitled to the benefit.

The benefit can last from 90 to 450 days, depending on the duration of previous employment.

For the first 90 days, the benefit amounts to 60% of the previous salary and for the rest of the period 30%.

Maximum amount a person can receive is limited at 70% of average salary in Croatia for the first 90 days and 35% for the remaining period. The benefit cannot be smaller than 50% of minimum wages in Croatia.

To be eligible for the benefit, it is necessary to register with the nearest employment service centre within 30 days of the employment termination. The employment service will pay the benefits to the user's account.

The Ministry of Labour and Pension System is also implementing active policy measures with the aim of encouraging employment and additional education of workers, especially taking into consideration vulnerable groups such as the persons who were granted international protection. There are nine different measures that are based on the Guidelines for the Development and Implementation of Active Employment Policy in the Republic of Croatia.

Relevant
legislation

Labour Act
Labour Market Act

Relevant
contacts:

Regional Office in Sisak, Croatian Employment Service
Phone: 00385(0)44659100;
Address: Kralja Tomislava 15,
44000 Sisak; E-mail:
HZZ.Sisak@hzz.hr

Regional Office in Zagreb, Croatian Employment Service
Phone: 00385(0)14699999;
Address: Ulica kralja Zvonimira 15,
10000 Zagreb; E-mail:
HZZ.Zagreb@hzz.hr

Regional Office in Slavonski Brod, Croatian Employment Service
Phone: 00385(0)35405960;
Address: Vukovarska 11, 35000
Slavonski Brod; E-mail:
HZZ.Slavonskibrod@hzz.hr

Regional Office in Zadar, Croatian Employment Service
Phone: 00385(0)23300800;
Address: Kralja Stjepana Držislava 7;
23000 Zadar; E-mail: HZZ.Zadar@hzz.hr

Regional Office in Velika Gorica, Croatian Employment Service
Phone: 00385(0)16221275;
Address: Zagrebačka 62, 10410 Velika Gorica

Regional Office in Zaprešić, Croatian Employment Service
Phone: 00385(0)13310361;
Address: Trg žrtava fašizma 8, 10290 Zaprešić

Regional Office in Varaždin, Croatian Employment Service
Phone: 00385(0)42401500;
Address: Ulica baruna Trenka 56, 42000 Varaždin



7. HEALTH CARE

Persons under international protection are entitled to health care in the same scope as Croatian citizens covered by mandatory health insurance in all health care and medical institutions. (Act on Mandatory Health Insurance and Health Care of Foreign Nationals in the Republic of Croatia, NN 13/80 and 15/18)

However, it is important to mention that unemployed persons under international protection are not insured within the National Health Insurance Fund (HZZO), and the costs of their health care are covered from the state budget, budget item of the ministry responsible for health, which determines specific procedures. Namely, in order to charge the cost of treatment for persons under international protection, providers of health services send their invoices, and the copy of the residence permit, along with the accompanying medical documentation directly to the Ministry of Health.

Furthermore, given that they are not HZZO beneficiaries, persons under international protection:

- do not own a health insurance card, but prove their status by their residence permit card

- do not have a registration number of the insured person (MBO)

- are not included in the Central Healthcare Information System in Croatia (CEZIH), which makes it possible to forward electronic referrals where primary care physicians make appointments for patients with secondary care and prescribe the medicine, so the patient can go to collect them in pharmacy stores.

Consequently, unemployed persons under international protection are issued so called „black“ or private prescription forms (same as citizens not covered by health insurance).

Specific arrangements for the collection of medicines

In order to be able to collect a prescribed medicine from the pharmacy, the unemployed person who was granted international protection has to present the “black” prescription form and the copy of their residence permit, which proves their status in the Republic of Croatia. In order to charge for the cost of the issued medicinal product, the pharmacies have to send the copy of the prescription form, the residence permit and the invoice to the Ministry of Health. If the pharmacies are not familiar with this procedure, they have to be instructed to contact the Ministry of Health. Persons under international protection are charged the same co-payment fees as Croatian citizens who own supplementary and additional health insurance.

When they are employed and start paying contributions, persons under international protection become HZZO beneficiaries. However, unlike Croatian citizens, their family members may not acquire the right to mandatory health insurance through them, and their costs are still covered from the state budget. Also, in case of a job loss, a person who was granted international protection ceases to be a HZZO beneficiary.

It is important to mention that health care for persons under international protection will be regulated in detail by Article 21 paragraph 4 of the Act on Mandatory Health Insurance and Health Care of Foreign Nationals in the Republic of Croatia (NN, 13/80 and 15/18), which is in preparation.

After moving the family under international protection to a place of permanent residence, it is necessary to contact the administration of the outpatient clinic in that area and to request an appointment of primary care practitioners (general practitioner, gynaecologist, dentist and paediatrician) who are able to include the family in their patients' registry.

Relevant legislation Mandatory Health Insurance Act
Act on Mandatory Health Insurance and Health Care of Foreign Nationals in the Republic of Croatia

Relevant contacts:	<p>Ministry of Health Phone: 00385 0(1)4607 555; Address: Ksaver 200a, 10000 Zagreb; E-mail: pitajtenas@miz.hr; web: https://zdravlje.gov.hr/</p>
Zagreb	<p>Outpatient clinic Phone: 00385(0)14897601; Address: Runjaninova ul. 4; E-mail: ravnateljstvo@dzz-centar.hr; web: https://dzz-centar.hr/</p> <p>Outpatient clinic Zagreb - East Phone: 00385(0)12350100; Address: Grižanska ul. 4, 10000, Zagreb; E-mail: pisarnica@dzz-istok.hr; web: http://dzz-istok.hr/</p> <p>Outpatient clinic Zagreb - West Phone: 003850(1)3774312; Address: Prilaz baruna Filipovića 11, 10000, Zagreb; E-mail: pitanja@dzz-zapad.hr; web: http://www.dzz-zapad.hr/</p> <p>KBC Rebro Hospital Phone: 003850(1)2388888; Address: Kišpatičeva 12, 10000 Zagreb; E-mail: http://www.kbc-zagreb.hr/kontakt/</p> <p>KBC Sestre Milosrdnice Hospital Phone: 00385(0)13787111; Address: Vinogradska 29, 10000 Zagreb; E-mail: kbcsm@kbcsm.hr, web: http://www.kbcsm.hr/</p> <p>Children Hospital Phone: 00385(0)14600111 Address: Klaićeva 16, 10000 Zagreb; E-mail: kdb.narudzbe@kdb.hr; web: https://www.kdb.hr/</p>
Velika Gorica	<p>Outpatient clinic of the Zagreb County Phone: 00385(0)16379700; Address: Matice Hrvatske 5, 10410 Velika Gorica; E-mail: ravnateljstvo@domzdravlja-zgz-hr; web: http://www.domzdravlja-zgz.hr/ispostave/velika-gorica/</p>

- Zadar
Outpatient clinic of the Zadar County
Phone: 00385(0)23239800;
Address: Ul. Ivana Mažuranića 28A, 23000, Zadar;
E-mail: dzz@dzzdzup.hr; web: <https://www.dzzdzup.hr/>
- Zadar General Hospital
Phone: 00385(0)23505505;
Address: Ul. Bože Peričića 5, 23000, Zadar; [web: http://www.bolnica-zadar.hr/](http://www.bolnica-zadar.hr/)
- Sisak
Outpatient clinic in Sisak
Phone: 00385(0)44567100;
Address: Kralja Tomislava 1, 44000 Sisak;
E-mail: dz-sisak(at)sk.t-com.hr; web: <https://www.dz-sisak.hr/>
- General Hospital „Dr. Ivo Pedišić“
Phone: 00385(0)44553100;
Address: J.J. Strossmayera 59, 44000 Sisak;
E-mail: komentari@obs.hr; web: <https://www.obs.hr/>
- Zaprešić
Outpatient clinic of the Zagreb County
Phone: 00385(0)133100022;
Address: Pavla Lončarića 1, 10260 Zaprešić; Email: ravnateljstvo@domzdravlja-zgz-hr;
[web: http://www.domzdravlja-zgz.hr/ispostave/zapresic/](http://www.domzdravlja-zgz.hr/ispostave/zapresic/)
- Varaždin
Outpatient clinic in Varaždin
Phone: 00385(0)42398551;
Kolodvorska 20, 42000 Varaždin;
E-mail: ravnateljstvo@dzvz.hr; web: <http://dzvz.hr/o-nama/>
- Varaždin General Hospital
Phone: 0038542393000;
Address: Kolodvorska 20, 42000 Varaždin;
E-mail: Ivana Meštrovića 1; e-mail: bolnica@obv.hr; web: <https://www.obv.hr/>
- Slavonski Brod
Outpatient clinic in Slavonski Brod
Phone: 00385(0)35441926;
Address: Borovska 7, 35000 Slavonski Brod;
E-mail: dzsb@dzsb.hr; web: <http://www.dzsb.hr/dzsb3/index.php>
- General Hospital „Dr. Josip Benčević“ Slavonski Brod
Phone: 00385(0)35201-201;
Address: Andrije Štampara 42, 35000 Slavonski Brod; E-mail: opca-bolnica-sb@sb.t-com.hr;
[web: https://www.bolnicasb.hr/en/](https://www.bolnicasb.hr/en/)

8. HOUSING

Persons granted international protection are entitled to housing if they do not possess financial means or any valuable assets, for the period of a maximum of two years from the day they receive the decision granting them international protection. The asylee or a foreigner under subsidiary protection are obliged to cover a part of the costs of their housing if their income exceeds 2,500 HRK per month, whereas the asylee or a foreigner under subsidiary protection who live within a household are obliged to participate in the housing costs if the amount of monthly income per household member exceeds 1,500 HRK.

After the expiry of two years, persons who were granted international protection are entitled to accommodation in accordance with the Social Welfare Act (NN 157/13, 152/14, 99/15, 52/16, 16/17, 130/17).

The application for housing and the necessary documentation are submitted to the competent social welfare centre.

Documents to be submitted: Decision on the approval of international protection, the national identification number, the residence address, the unemployed person status certificate, the ID card (residence permit or the international protection card).

The Central State Office for Reconstruction and Housing is competent to find and contract a suitable apartment or house for persons who have been granted the right to housing. The apartment or house is found through renting real estate on the market or in available and suitable state flats.

When providing a housing unit, the Central State Office for Reconstruction and Housing takes into account the size of the family (number of members), the age of family members, specific health and educational needs, and the minimum standards of rental equipment.

The Central State Office for Reconstruction and Housing concludes the contract with the landlord and with the family. In the contract the family is listed as the real estate user.

Relevant legislation Act on International and Temporary Protection

Relevant contacts: The Central State Office for Reconstruction and Housing
Phone: 00385(0)14695703,
00385(0)14695732;
Address: Savskacesta28/II, 10000, Zagreb; E-mail: accommodation@sduosz.hr

9. SOCIAL WELFARE

Persons granted international protection have access to different rights in the social welfare system in the same scope as the Croatian citizens with the residence in the Republic of Croatia.

(Social Welfare Act NN 157/13, 152/14, 99/15, 52/16, 16/17, 130/17).

Social welfare in the Republic of Croatia includes financial social benefits and social services for persons and households who don't possess and are not able to obtain the financial means to meet their basic needs or due to unfavourable circumstances or a need for additional support (i.e. children and adults with disabilities, victims of violence or human trafficking, persons granted international protection etc.).

To become a beneficiary of the social welfare system, it is necessary to visit the nearest social welfare centre, talk to a social worker and fill in and submit the request to gain the rights from social welfare system.

SOCIAL BENEFITS

(most common for the persons granted international protection):

1. Guaranteed minimum income benefit (GMIB)

A monthly benefit for a person or a household without sufficient funds for support or to those unable to ensure those funds through work, earnings from assets or from persons mandated to support them. The request is submitted to the competent social welfare centre. The benefit is being paid on the 20th of the month for the previous month.

All household members older than 15, if not included in regular education system, have to be registered at the Croatian Employment Service.

The basis for the calculation of the GMIB shall be determined by the Decree adopted by the Government of the Republic of Croatia.

Table 1 Monthly amounts of the GMIB

Single person capable of work	100 % of the calculation base
Single person incapable of work	115 % of the calculation base
Adult household member	60% of the calculation base
Child in a household	40% of the calculation base
Single parent	100% of the calculation base
Child of a single parent	55% of the calculation base

2. One-off allowance

The one-off allowance is granted for a single person or a household who due to the current material financial issues can't meet the basic life needs incurred due to the birth or education of the child, illness or death of a family member, natural disaster etc.

The total amount of the one-time allowance in one year cannot exceed the amount of five calculation bases (the calculation base is set by the Government of the Republic of Croatia) for a single person and seven calculation bases for a household.

In particularly justified cases the social welfare centre can grant the right to the increased one-off allowance (in the maximum amount of 10,000 HRK) with the approval from the Ministry of social welfare.

3. Other social entitlements related to the GMIB

A meal per day in a soup kitchen

Monthly in-kind assistance by the Caritas and the Red Cross and free school books

A free daily meal in school (for children attending school)

4. Assistance and care allowance

A monthly cash allowance for persons who need help and care from another person in doing their everyday activities (such as preparing food and feeding, shopping, cleaning, dressing and similar).

Amounts: 600 HRK or 450 HRK which depends on functional level of the person. Request is to be submitted to the competent social welfare centre.

5. Personal disability allowance

The right to personal disability allowance shall be granted to a person with a severe disability or other severe and permanent changes in health condition, for the purpose of fulfilling his need of integration into community life.

Amount: 1,500 HRK

The request is submitted to the competent social welfare centre. The Centre refers the person to the Office for Medical Examination, Professional Orientation and Employment of persons with disabilities, for medical and functional assessment. Upon receiving the results, the social welfare centre invites the person to present to them the results and to approve or to reject the request, depending on disability and functional level.

6. Status of parent caretaker or caretakers

A benefit for one parent of a child who needs specific care for keeping him alive, consisting of medical and technical tasks or is completely bed-ridden or has several types of serious impairments and cannot independently meet the most basic needs.

The parent is entitled to the benefit (up to the age of 65 in the amount of 2500 HRK, pension and health insurance, unemployment insurance, sick leave and paid annual leave 4 weeks a year.

The decision on the recognition of the right to the status of parent caretakers or caretakers is made by competent social welfare centre with the consent of the ministry competent for social welfare.

7. Jobseeker's allowance

The right to jobseeker's allowance shall be granted to a child with developmental difficulties or a disabled person whose physical, mental, intellectual or sensory impairment was established on the basis of the finding issued by the Office for Medical Examination, Professional Orientation and Employment of persons with disabilities pursuant to special legislation, following his completion of primary, secondary or higher education, and no earlier than the age of 15, provided he does not receive jobseeker's allowance pursuant to other regulations and is listed as unemployed at the competent employment service or has the status of temporary unemployability, granted by the competent authority pursuant to a special regulation.

Social services

Social services encompass activities, measures and programmes intended for the prevention, recognition and resolution of problems and difficulties of individuals and families, and for improving the quality of their life in the community. They may be provided over a long-term period or temporarily, depending on the beneficiaries' needs.

Social services are organised as services for children, youth, families and adults, with respecting social connections and the environment of the beneficiaries and their families.

1. Social services in the family and the local community - non-institutional services

Initial social service, provision of information, recognition and initial assessment of needs), counselling at assistance at home, psychosocial support, early intervention, integration, day care and accommodation, family mediation, organised housing

2. Social services outside one's family that are provided as institutional care in social welfare homes, a community services centre and with other providers of services.

3. Accommodation

Accommodation is a social service which may encompass services of housing, food, care, maintaining health, social work, psychosocial rehabilitation, physical therapy, work therapy, work activities, active leisure time, upbringing and education, depending on the established needs and the choice of the beneficiary. It can be granted as temporary or long-term.

10. OTHER FAMILY BENEFITS

10.1. Child allowance

Persons granted international protection are eligible to the right to the Child allowance (financial support to the parents) regulated by the Child Care Allowance Act (NN 94/01).

The request and the supporting documents are to be submitted to the Croatian Pension Insurance Institute (HZMO) or to any post office in Croatia. Children with disabilities are entitled to a higher amount of child allowance and in that case the Pension Insurance refers the child to the Office for Medical Examination, Professional Orientation and Employment for medical assessment.

Necessary supporting documents: filled out application form, copy of the identity card or another valid identification document, proof of international protection status, bank certificate with the bank account number, the form of consent issued by the bank where the account was opened, and the certificate of national identification number.

Conditions: child under 15 years of age (under 18 if included in regular school system and no age limit in case of child with disability) and household income not exceeding 70% of the calculation base, or 2,328.20 HRK per a household member, according to the calculation base set for the year 2019.

Table 2 Calculation of the monthly child allowance according to the total income per household member according to the calculation base for 2019.

Income less than 543.14 HRK per household member	299.34 HRK per each child
Income between 543.14 and 1,119.53 HRK per household member	249.45 HRK per each child
Income between 1,119.53 and 2,328.20 HRK per household member	199.56 HRK per each child

Each household that is recipient of the child allowance is entitled to additional benefit (pro-natality supplement) of 500 HRK for the third and 500 HRK for the fourth child.

For a child with disabilities the child allowance amounts to 25% of the calculation base, irrespective of the household income.

If a child stays more than three months abroad, s/he loses their entitlement to the child allowance.

10.2. Maternity and parental benefits

In accordance with the Maternity and Parental Benefits Act, persons granted international protection are entitled to the benefits defined by this Act, taking into account their status of employment, but not taking into account conditions pertaining to citizenship, duration of their residence/permanent residence in the Republic of Croatia.

There are the additional conditions to the entitlement to maternity and parental benefits for unemployed persons originating from the employment services: to obtain the right, a person needs to be insured according to the Mandatory Health Insurance Act, which is not the case for persons granted international protection; therefore, the persons granted the international protection are not able to access the rights under the Maternity and Parental Benefits Act.

Relevant legislation Act on Maternity and Parental Benefits
Social Welfare Act
Child Allowance Act

Relevant contacts: Social Welfare Centre in Kutina
Phone: 00385(0)44683603;
Address: Ul. Stjepana Radića 7a, 44320 Kutina; E-mail: info@czss-kutina.hr;web:

Branch office in Kutina, Regional Office in Sisak, Croatian Pension Insurance Institute
Phone: 00385(0)44683952;
Address: Trg kralja Tomislava 17b, 44320 Kutina

Social Welfare Centre in Zagreb
Phone: 00385(0)14550220;
Address: Eugena Kumičića 5, 10000 Zagreb;
E-mail: zagreb@czss-zagreb.hr; web: <http://www.czss-zagreb.hr/>

Croatian Pension Insurance Institute in Zagreb
Phone: 00385(0)14595500;
Address: A. Mihanovića 3, 10000 Zagreb

Social Welfare Centre in Zadar
Phone: 00385(0)23230392;
Address: Ul. Andrije Hebranga 1, 23000, Zadar;
E-mail: centar.za.socijalnu.skrb.zadar@zd.t-com.hr; web: <http://www.czss-zadar.hr/>

Regional office in Zadar, Croatian Pension Insurance Institute
Phone: 00385(0)23251317;
Address: Ul. Šimuna Kožičića Benje 2, 23000, Zadar; E-mail: zadar@mirovinsko.hr;
[web: http://www.mirovinsko.hr/default.aspx?ID=2917](http://www.mirovinsko.hr/default.aspx?ID=2917)

Social Welfare Centre in Slavonski Brod
Phone: 00385(0)35213700;
Address: Naselje Slavonija bb, 35000
Slavonski Brod; [E-mail: info@czsssb.hr](mailto:info@czsssb.hr); [web: https://www.czsssb.hr/](http://www.czsssb.hr/)
Regional office in Slavonski Brod, Croatian Pension Insurance
Institute
Phone: 00385(0)35217100;
Address: Naselje Slavonija I, 35000
Slavonski Brod; E-mail: sl-
brod@mirovinsko.hr;
[web: http://www.mirovinsko.hr/default.aspx?ID=2912](http://www.mirovinsko.hr/default.aspx?ID=2912)

Social Welfare Centre in Varaždin
Phone: 00385(0)42303900;
Address: Ul. Vladimira Nazora 22, 42000
Varaždin; E-mail: info@czssvz.hr; [web: http://czssvz.hr/](http://czssvz.hr/)

Regional Office in Varaždin, Croatian Pension Insurance Institute
Phone: 00385(0)42398000;
Address: Kolodvorska ul. 20 C, 42000
Varaždin; E-mail: varazdin@hzmo.t-com.hr,
[web: http://www.mirovinsko.hr/default.aspx?ID=2560](http://www.mirovinsko.hr/default.aspx?ID=2560)

Social Welfare Centre in Sisak
Phone: 00385(0)44515700;
Address: Ul. Ivana Meštrovića 21, 44000 Sisak;
E-mail: korisnik076@mdomsp.hr; [web: https://www.czss-sisak.hr/web/](https://www.czss-sisak.hr/web/)

Regional office in Sisak, Croatian Pension Insurance Institute
Phone: 00385(0)44660231;
Address: Lipa ul. 4, 44000, Sisak; E-mail:
sisak@mirovinsko.hr; [web: http://www.mirovinsko.hr/default.aspx?ID=2911](http://www.mirovinsko.hr/default.aspx?ID=2911)

Social Welfare Centre in Zaprešić
Phone: 00385(0)13310399;
Address: Ul. Dragutina Kodrmana 3A, 10290 Zaprešić;
[E-mail: czss.zapresic@gmail.com](mailto:czss.zapresic@gmail.com); [web: http://czss-zapresic.hr/web/](http://czss-zapresic.hr/web/)

Branch office in Zaprešić, Regional Office in Zagreb, Croatian
Pension Insurance Institute
Phone: 00385(0)13310280;
Address: Pavla Lončara bb, 10290 Zaprešić

11. OTHER ASPECTS OF INTEGRATION

Marriage

Limitations: persons under 16 years of age cannot marry in Croatia. Persons of 16 or older, but under 18 need a court approval. It is not possible to marry one's relatives (up to the fourth degree / first cousins). Persons of the same sex can conclude the life partnership at the registry office. Person who is already married cannot marry another person before s/he divorces.

To conclude the life partnership, it is necessary to express the intention at the competent registry office and to enclose the birth certificates.

To conclude the marriage, it is possible to have a civil ceremony or a religious ceremony. It is necessary to personally visit the nearest civil registry office and agree with the registrar on the place and time of the ceremony (it has to be between 30 and 45 days of the first visit) and inform the registrar about the chosen surname (it can be woman's, man's or both) and about two persons who will be witnesses.

Necessary supporting documents to be submitted: certificate issued by the Ministry of the Interior on the status of international protection, birth certificate translated in Croatian, certificate of unmarried status translated in Croatian, certificate that the marriage will be recognized in the country of citizenship, ID card with a photo and certificate of citizenship (e.g. passport).

If no required documents from the country of origin are available persons granted international protection can give a statement on the record to the registrar or to the any public notary that s/he is not already in another marriage. It is recognized as a valid proof.

If a couple wishes a religious ceremony, the registrar will issue them a certificate on fulfilling the conditions for marriage, which is valid for three months.

Costs:

Civil ceremony: 210 HRK (additional costs if a couple wants to have their ceremony outside of official premises)

Religious ceremony: 90 HRK

Divorce

A marriage can be divorced on the basis of a petition filed by one of the spouses or based on the motion for consensual divorce filed by both spouses. Necessary supporting documents to be submitted: marriage certificate, birth certificate for each child younger than 18, and confirmation of payment of court fees.

If a couple has a child (or more children) it is necessary to write a plan on parental care which includes agreements on where the child will live, how often and where the child will meet the other parent, how the child and the parent will be financially supported.

After the counselling in the Centre for Social Welfare (CFSW), the CFSW writes a report and issues a certificate which is valid for 6 months, and the couple should submit the certificate to the nearest court to begin the divorce process. If a couple could not agree on the plan of parental care, the judge will make the decision for them.

Birth

In case of pregnancy, a person should visit her GP who will refer her to her gynaecologist. The gynaecologist will keep making appointments and following up on the pregnancy.

When the time for giving birth approaches, the gynaecologist will refer the pregnant woman to the hospital and inform her on all the info she needs (what to take etc.).

If a child is born outside the hospital it is necessary to register the child's name and surname at the nearest registry office within 30 days from the day of birth and request the child's national identification number (OIB) at the same registry office (for children born in a hospital, the hospital will do it of its own motion).

After giving birth, it is necessary:

- to register the child in the nearest police directorate to receive another national identification number (MBG) and to register the address of residence

- to submit an application for a one-off financial allowance to the city office for health (most cities provide a one-off allowance for a new-born child).

Necessary documentation: address of residence, certificate of residence for each member of the household, birth certificate for the new-born child, certificate of the MBG number for the parents and the new-born child, IBAN of a bank account, 20 HRK stamps for administrative charge, filled-in form which can be found on the cities' website.

Death

If a person dies outside of the hospital, the procedure is as follows:

It is necessary to call the police or the ER service - number: 112. The police will call a coroner.

It is necessary to prepare medical documentation and provide the coroner with other data on the deceased person and to fill in a report of death.

The coroner will issue an approval for transport and burial.

Then, it is necessary to contact funeral services and arrange the funeral.

Within 3 days from the death it is necessary to submit the coroner's documents to the nearest registry office to entry the fact of the death into the Register of Deaths.

If a person dies in a hospital it is necessary to:

contact the hospital ward to which the person was admitted,

provide the department with all the personal data on the deceased person,

leave clothes in which the person will be buried at the pathology ward of the same hospital and

arrange the details of transport, equipment and burial with the funeral service.

If the body of the deceased person is not taken away within 24 hours, the hospital will charge daily costs.

All persons who died in hospitals must undergo autopsy to determine the cause of death.

In case of a sudden or a violent death:

the coroner is obliged to inform the police and to ask for the autopsy to be conducted

the deceased person will be transported to the hospital and the hospital will inform the family about the cause of death

Funeral for the beneficiaries of the GMIB

Beneficiaries of the GMIB are entitled to financial assistance for basic funeral costs. It is necessary to contact the centre for social welfare and request the assistance.

Mobility within Croatia and abroad

Persons granted international protection can have their passports and travel within Croatia and abroad.

Applications for issuing a passport are submitted at the nearest police administration. The cost of a passport amounts to 355 HRK. The procedure of issuing the passport lasts for about 4 weeks.

Before traveling abroad, it is necessary to contact the nearest police administration and to announce the trip.

Some countries outside the EU and in the EU (e.g. Italy, Czech Republic, Poland, Ireland, and Austria) require visa. To travel to these countries, it is necessary to contact the country's embassy and request a visa before the trip.

When travelling, a person under international protection has to bear in mind the following:

- If they stay out of the apartment for more than a month without a justified reason, they lose its right to paid accommodation.

- GMIB beneficiaries have to visit the employment service once a month in order to keep their right to the GMIB. If a beneficiary skips a visit, s/he loses the right to the GMIB.

- if a GMIB beneficiary spends more than two months abroad, s/he loses the right to the GMIB.

Driver's licence

An application to issue a Croatian driver's license based on a foreign driver's license is to be submitted to the central police station/police administration in the city.

Requirements:

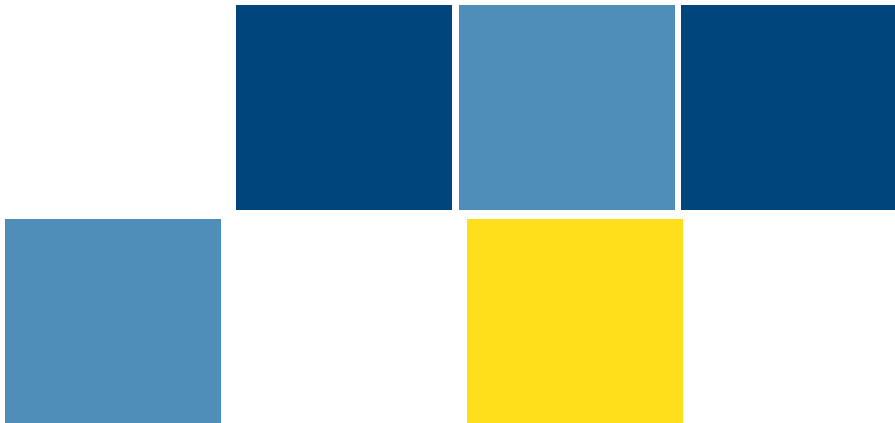
The original driver's license must not be expired for more than 6 months before submitting the application.

It is necessary to submit the translation of the driver's license by a certified court interpreter.

It is necessary to undertake a medical examination at outpatient clinic, or a department for occupational health and to submit the results with the application.

To have residence permit.

Costs can amount to 151, 200 or 400 HRK, depending on how quick procedure the person wants (30 days, 3 days or 24 hours, respectively) + 35 HRK of administrative changes.





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