



**RCT**  
Zagreb

# Social welfare practices within integration of persons under international protection in Zagreb

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# INTEGRATION OF ASYLUM SEEKERS IN THE CITY OF ZAGREB- SUPPORT OVERVIEW

- The rights realized under the Social Welfare Act and the International and Temporary Protection Act
- The rights exercised under the Social Welfare Decision of the City of Zagreb
- Public services for asylum seekers / asylees in Zagreb
- The role of civil society in integrating asylees in the Zagreb community- key aspects of integration:
  - Housing
  - Education and counseling
  - Culture
  - Employment
  - Humanitarian aid
- A Local Strategic Framework for Integrating Asylum



# **SOCIAL WELFARE ACT ( NN, NB .157/13, 152/14, 99/15, 52/16, 16/17)**

- The number of persons who have been granted asylum or subsidiary protection and are entitled to a guaranteed minimum social fee assistance -142
- Right to a one - time fee - 137
- First social service - 359
- Counseling and support services -73
- The accommodation service in the rented apartment is realized for 119 persons, of which 98 are single people and 21 households (according to International and temporary protection Act (NN No. 70/15)
- No user of family disability allowance




# SOCIAL RIGHTS FOR ASYLEES IN THE CITY OF ZAGREB

1. The City of Zagreb has foreseen the possibility of asylum seekers and foreigner under subsidiary protection residing in the City of Zagreb to exercise the following rights (according to the Social Welfare Decision of the City of Zagreb - Official Gazette, 26/14, 19/15, 06/16, 16/16, 23 / 16):
2. Helping Children in Milk Food
3. Help with family packages
4. Transport
5. Public kitchen
6. Financial assistance for housing if they are users of guaranteed minimum social fee assistance
7. Financial assistance to beneficiaries of assistance and care allowance and users of personal disability benefits
8. Various other help



# PUBLIC SERVICES FOR ASYLUM SEEKERS AND ASYLEES IN ZAGREB

- Reception center for asylum seekers "Porin", apart from providing accommodation, also provides the following services: food, clothing and footwear and financial assistance
  - City of Zagreb introduced a special pre-school program for asylum seekers that begins two years before attending elementary school
  - City kindergartens foresees co-operation with other institutions and associations on implementation of joint programs for asylum children
  - The Health Center of Zagreb County and Health Center Zagreb-city center- provide emergency health care services for asylum seekers located in the Reception center
  - Croatian employment center – programs/measures for employment
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# THE ROLE OF CIVIL SOCIETY IN INTEGRATING ASYLEES INTO THE COMMUNITY - EDUCATION AND COUNSELING

- **Peace Studies Center** provides numerous non-institutional services aimed at facilitating social integration and strengthening of asylum seekers (information, Croatian language course, legal aid, employment assistance, psychosocial treatment, assistance to children in learning, sports activities and training asylum seekers for integration assistant).
- **HPC - Croatian Legal Center** provides legal aid to asylee and persons under subsidiary protection and includes them in the psychological counseling program, who is part of project "*Protecting victims of torture among vulnerable groups of migrants*".
- **Rehabilitation Center for Stress and Trauma**, "*Welcome to Zagreb: The Social and Cultural Map of Zagreb for asylees and asylum seekers*" - a program funded by the City

# THE ROLE OF CIVIL SOCIETY IN INTEGRATING ASYLEES INTO THE COMMUNITY – CULTURE

- **Association of Africans in Croatia** is the first non-profit organization for asylum seekers. So far they have held a series of events and festivals regarding public awareness on migrant-related issues.
- **Attack! - The Autonomous Cultural Center** carries out the organization of cultural content for migrants (concerts, exhibitions, interviews) through which they seek to include refugees into the community.
- **Fade in - A Fantastic Good Institution** is a platform for young authors with affinity for engaging in movies and videos that carries out the following activities:
  - Production of documentary series and films
  - Education about engaging movies



# THE ROLE OF CIVIL SOCIETY IN INTEGRATING ASYLEES INTO THE COMMUNITY – EMPLOYMENT

- **NESST Croatia** conducts advisory programs in developing social entrepreneurship ideas for asylum seekers and helps social enterprises in creating business plans.
- **Cedra - Cluster for eco-social development and innovation** conducts counseling for establishing social cooperatives with social entrepreneurship purpose
- **Social Cooperative "Taste of the Home"** employs migrants in catering and promoting the traditional cuisine of the countries from which migrants come from.





# THE ROLE OF CIVIL SOCIETY IN INTEGRATING ASYLEES INTO THE COMMUNITY – HUMANITARIAN AID

- **Are you Syrious?** association from Zagreb that played an important role in during the so-called refugee crisis.
- **The City of Zagreb** organized through its employees' reception offices and a safe transfer through Zagreb during the refugee crisis




# **INTEGRATION OF MIGRANTS INTO THE COMMUNITY - STRATEGIC REVIEW**

**Zagreb's Social Plan (2014-2020)**

**ZabrebPlan - Development Strategy for City  
of Zagreb - Goals and Priorities of  
Development by 2020**



# SOCIAL PLAN FOR CITY OF ZAGREB - PRIORITIES OF MIGRANT INTEGRATION

1. Explore the status and needs of asylum seekers/asylees in the area of the City of Zagreb.
  2. Provide conditions for temporary housing of asylum seekers.
  3. Provide conditions for integrating asylee and asylum seekers, managing asylum integration, diversity and future migration.
  4. Conduct campaigns against xenophobia and racism, sensitize the public and officials to accept cultural diversity.
  5. Educate experts at all levels of acceptance, accommodation and solving the asylee problem.
  6. Support civil society organizations providing social services for asylum seekers in co-operation with other local community services.
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# ZABREB PLAN-DEVELOPMENT STRATEGY FOR CITY OF ZAGREB

**Zabreb Plan-Development Strategy of the City of Zagreb - Goals and Development Priorities by 2020** cites several strategic areas where it's possible to contribute to the integration of migrants:

1. Strengthening competencies to increase business opportunities for vulnerable groups through social economy programs (social entrepreneurship).
2. Development of partnerships with national minorities (Zagreb cooperation with refugee and asylum associations).
3. Encouraging the renovation, modernization and maintenance of the housing stock and the rental of apartments owned by the city.
4. Active promotion of human rights.



**THANK YOU FOR YOUR ATTENTION**

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