



Community Orientation

Guidebook

CROATIA



RCT ZAGREB

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Contents

Introduction.....	4
1. Housing	5
1.1 Reception	5
1.2 Government funded housing.....	6
1.3 Renting the apartment or house.....	7
1.4 Ownership	8
2. Healthcare	9
2.1 Health insurance.....	9
2.2 Primary healthcare services.....	11
2.3 Secondary healthcare services	11
2.4 Emergency healthcare services	12
2.5 Psychological health	13
3. Social benefits and welfare	14
3.1 Financial benefits and subsidies.....	14
3.2 Social benefits (non-financial)	16
4. Education	18
4.1 Children and youth.....	18
Kindergartens and preschool	18
Elementary education	19
Secondary education.....	20
Higher education.....	21
4.2 Adult education.....	23
4.3 Recognition of qualifications.....	23
5. Work.....	25
5.1 Right to work.....	25
5.2 How to find work?.....	25
5.3 Employment contracts and types of employment.....	27
5.4 Salaries, social contributions and taxes.....	28
5.5 Rights of employees	28
6. Learning the language	30
6.1 Children and youth.....	30
6.2 Adults.....	30
6.3 Online language learning.....	31
7. Community engagement	32
8. Free legal aid	34



Community Orientation **Guidebook** Croatia

INTRODUCTION

This guidebook is produced as a part of a project “STIRE: Supporting the Integration of Resettled” which is carried out in Austria, Ireland, Italy, Slovenia, Croatia and Romania. The objective of STIRE is to facilitate integration of refugees that are resettled in one of the EU countries, prior to departure and after they arrive. However, the information in this Guidebook also apply to other refugees.

In this Guidebook you will find basic information about support services to help refugees get started, to obtain social and healthcare services, learn the language and new skills, start work, get settled and successfully move forward with their lives. It does not contain detailed procedures, but it rather serves as a starting point and a reference to available help and support.

You can find additional information about international protection (refugee status), resettlement process and other useful information for refugees in one of the STIRE countries on the Internet at the address: stire.org.

This guidebook is also a source of useful information for helpers in the local communities in one of the mentioned countries, who work with refugees, providing basic information and a list of resources and contacts that can help make the integration process easier and more successful for everyone involved.

Some information and procedures described in this guidebook can be slightly different in reality than what is written on paper. You can expect to run into some complications in your efforts to exercise some rights, but there are many contacts provided that you can use to ask for help when faced with difficulties.

In the guidebook we use the term **person granted international protection**. In Croatia this term covers asylum beneficiaries (refugee status) and persons under subsidiary protection. Resettled refugees in Croatia are asylum beneficiaries.



Housing

1.1 RECEPTION

If you are a resettled refugee, your first accommodation in Croatia will be in the reception centre for asylum seekers. It will take up to one or two months for the asylum procedure to be carried out, while you are there.

In Croatia, there are two reception centres; one is in the capital city Zagreb and the other is in Kutina, a small town 80 km away from Zagreb. Both are open type accommodations, which means you can enter and exit freely. There are some exceptions which is regulated by the House Rules of each centre.

While you are in Reception centre, your asylum request will be examined and granted. For resettled refugees, this procedure usually lasts couple of months. In Reception center you will have access to necessary health care services and the opportunity to start learning Croatian language and get to know about Croatian society and culture.

CONTACTS & RESOURCES

Government:

The Ministry of Interior (MUP) Department for Asylum / Reception Centre for asylum seekers

Sarajevska cesta 41, 10000 Zagreb

Tel: 01 3788 193

E-mail: pitanja@mup.hr, Web: www.mup.hr

and

Sisačka 3, 44320, Kutina

Tel: 044 560 370



Web pages:

<http://www.asylumineurope.org/reports/country/croatia/types-accommodation-0>

<http://www.asylumineurope.org/reports/country/croatia/conditions-reception-facilities-0>



1.2 GOVERNMENT FUNDED HOUSING

If you are granted international protection in Croatia, you have the right on government funded accommodation in the duration of maximum 2 years, if you are unable to cover the housing costs yourself. The accommodation is secured in state-owned apartments or in apartments rented from private landlords. The utilities like gas, electricity, water and heating will also be covered, if you cannot finance it yourself. Services like telecommunications (Wi-Fi, phone) are not covered.

Application for the accommodation is lodged with the Centre for Social Services. You will get the instructions where to apply in the reception center, after you are granted international protection (refugee status or subsidiary protection). The Centre for Social Services determines if you meet the criteria for government funded housing and issues a decision granting you the right, taking into account are you alone or with a family. Apartment or a house will be offered, that is at the time available. You cannot choose the location or the size of the apartment by yourself.

When you find a job and start earning salary, you will have to pay a part of your housing costs, depending on how much you earn. You are obligated to notify your social worker in Centre for Social Services, when you get employment or receive other kind of income.

 The right to government funded housing can be cancelled before the 2 years expire under the following conditions:

- if you refuse the offered apartment without a valid reason
- if you don't live at the registered address for longer than 30 days with no valid reason
- if determined that that you no longer meet the criteria for government-funded accommodation
- if you don't take care about the property in the manner of a good and responsible tenant
- if determined that you use the accommodation contrary to its purpose

CONTACT

Government:

Središnji državni ured za obnovu i stambeno zbrinjavanje (SDUOSZ)

Savska cesta 28, 10000 Zagreb

Tel: 01 6172 524

E-mail: sduosz@sduosz.hr

Web: www.sduosz.hr

1.3 RENTING AN APARTMENT OR HOUSE

While you are in government funded accommodation, it is very important that you prepare for the time when it expires and you will have to find a place to rent on your own. It is often hard to find a good and cheap accommodation so the best way to prepare is to use that time to learn the language, get a job and start looking for the apartment some time in advance.

The best way to look for a new apartment is through internet advertisement sites or real-estate agencies. You can also hire an agency to look for you, but that you will have to pay for.

Cost of rent can vary quite a bit depending on where in Croatia you look for apartment or a house and for how many persons. Rent costs are highest in Zagreb and in cities on the Adriatic coast. In smaller towns in the Croatia inland the rent prices are more affordable.

 A rental contract between you and the renter (a person or a company that owns apartment or a house) defines your rights and obligations. You will need to have a written contract to register a place of residence in Croatia.

Most likely you will have to pay your rent monthly. Usually, rent does not include the costs of utilities and communal services, like electricity, water, gas, waste disposal, sewerage or maintenance. These come to payment monthly.

It is usual to pay a deposit of one monthly rent when you move in, which will be returned to you when you move out, if there is no damage to the apartment.

If something breaks in the apartment (e.g. a washing machine or a stove), and you did not cause the damage, the landlord must repair or replace it. If you were the one who caused the damage, you are obliged to pay for repairs.

Both you and the person renting you the apartment or house have the right to terminate the rental contract. If you, as a tenant, want to terminate the contract you need to give notice in advance as agreed in the contract, which is usually 15 od 30 days. You will have to pay rent and bills for that period also.

Your landlord can terminate the contract if you:

- do not pay the rent or utilities within the agreed deadline;
- transfer or sublet the flat without the landlord's permission;
- disturb the other residents;
- host a person for longer than 30 days and do not notify the landlord about it, unless this person is a member of your family or you are obliged to take care of them by law;
- use the flat for other ends than it is intended for, e.g. criminal activity or extensive business activity.

In these cases, if your landlord wants to terminate the contract, he/she needs to give you a written warning. With this warning your landlord must give you 30 days to remove the mentioned causes for the termination.



Furthermore, if you as the tenant:

- cause damage to in the common residential areas and the damage is not removed within 30 days;
- change the common residential areas without previous written consent from the landlord.

In those cases, the landlord must give you a written notification on the termination of the contract and must give you minimally 15 days to move out.

CONTACTS & RESOURCES

Organizations that can help:

Centre for Peace Studies

Selska cesta 112 a, 10000 Zagreb
Tel: 01 482 098
E-mail: cms@cms.hr, Web: www.cms.hr

Croatian Red Cross

The Migrants Protection Office
Crvenog križa 14, 10000 Zagreb
Tel: +385 1 4655 814
Web: www.hck.hr

Jesuit Refugee Service

Centar za integraciju SOL
Maksimirska cesta 286, 10000 Zagreb
Tel: +385 98 99 35 863
E-mail: info@jrs.hr, Web: www.jrs.hr

Zemljani - Are You Syrious?

Brune Bušića 42, 10000 Zagreb
Tel: +385 99 6600 688
E-mail: areyousyrious@gmail.com
Web: web.facebook.com/areyousyrious

Rehabilitation Centre for Stress and Trauma

Kvaternikov trg 12, 10000 Zagreb
Tel: +385 (0)1 4641 342
E-mail: info@rctzg.hr
Web: www.rctzg.hr

On-line advertisements:

<https://www.njuskalo.hr/iznajmljivanje-stanova>
<https://www.index.hr/oglasi/najam-stanova/gid/3279>

1.4 OWNERSHIP

When you are granted international protection in Croatia, you can own real state under the same rights and conditions as Croatian citizens.

Getting a loan from the bank for buying the real estate is difficult, especially while a person has a temporary residence. Foreigners who are granted temporary residence or a citizenship have more chances to get a long-term loan from the bank for buying a real estate.



Healthcare

When you are granted international protection, you and your family members have the right to the same health care services as any other person in Croatia who is covered with **basic health insurance**.

For some health care services and medicines that are not covered or not fully covered by the basic health insurance, you will have to participate with paying a part the cost.

2.1 HEALTH INSURANCE

 Health insurance is a type of insurance that serves to cover the costs of health care services and medical treatments. In Croatia, compulsory basic health insurance is a part of social security system: it is a form of tax that serves to fund public health care system.

If you are granted international protection the most common way of obtaining health insurance is by employment. When you get employed you are automatically insured with the **basic health insurance**. You will be issued a **health insurance card** (white-red), which you have to show when visiting your doctor. That means that most of the cost of **general and urgent healthcare services, medical treatments and diagnostic examinations** are covered.

All other services (such as specialist examinations and services, hospital treatment, major dental procedures, many medicines, etc.) require additional payment or **complementary health insurance** policy.



Complementary health insurance covers the difference between the full price of healthcare service and the share that is covered by basic health insurance. It is voluntary, which means that you have to pay for it additionally, and the cost is 70 HRK (cca 9€) per month. If you pay for complementary health insurance, you will be issued an additional health insurance card (orange). Although rarely, there can be some costs regarding health care and health services that you will have to pay for, even if you have complementary health insurance.

Additional health insurance is also voluntary and provides a higher standard of health protection and more rights than basic and supplementary insurance. It is provided by private insurance companies and is contracted directly with them.

CONTACTS & RESOURCES

Government:

Ministry of Health

Ksaver 200 A, 10000 Zagreb
Tel: (01) 46 07 555
E-mail: pitajtenas@miz.hr

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

Croatian Health Insurance Fund

Directorate / HZZO
Margaretska 3, 10000 Zagreb
Tel: + 385 1 644 90 90
Basic insurance 0800 7979
Complementary insurance 0800 7989
Info phone: 0800 7999
E-mail: ncp-croatia@hzzo.hr
Web: www.hzjz.hr/en/

Organizations:

Doctors of the World - Belgium / MDM

Pavla Hatza 11, 10000 Zagreb
E-mail: fieldco.croatia@medecinsdumonde.be

Croatian Red Cross

The Migrants Protection Office
Crvenog križa 14, 10000 Zagreb
Tel: +385 1 4655 814
Web: www.hck.hr

Jesuit Refugee Service

Centar za integraciju SOL
Maksimirska Cesta 286, 10000 Zagreb
Tel: +385 98 99 35 863
E-mail: info@jrs.hr
Web: www.jrs.hr

Croatian Baptist Aid

Ruke nade
Radićeva 30, 10000 Zagreb
E-mail: croatianbaptistaid@gmail.com



Web pages:

Health care system in Croatia:

<http://www.hzzo.hr/en/croatian-health-care-system/>

List of available General Practitioners:

<https://e-usluge.hzzo.hr/trazilicaugovorapzz/>

Health insurance in Croatia:

<https://ec.europa.eu/social/main.jsp?catId=1104&langId=hr&intPageId=5045>

2.2 PRIMARY HEALTHCARE SERVICES

Primary health care services include:

- general physician (family doctor) in the private practice or local health center (Croatian: "DOM ZDRAVLJA"),
- dentist (also at health center, or private practice that has a contract with public health insurance fund)
- pediatrician for children,
- gynecologist for women.

For most situations that are not urgent, your first step will be to make an appointment with your primary care physician. Usually, appointments are made by phone, but can be also made in person. You can go to the doctor's office without making an appointment if you get sick suddenly, in which case you will have to wait in the waiting room for your turn.

You can find your general physician, dentist, pediatrician and gynecologist in **community health center** or **individual (private) medical practice** that have contracts with public health insurance fund. They are usually located in local community in larger cities, or in your municipality if you live in a smaller town.

 The cost depends on the type of insurance you have. If you have **basic insurance**, you will have to participate with a small amount of the cost of examination or for medicine. If you pay for supplementary insurance, most of primary and secondary services will be free of charge.

If you have international protection but you are not employed, you will not have **basic health insurance**, which means that you do not have the right to a "chosen General Physician". However, you can go to the nearest general physician for examinations and medical treatments, as if you are covered with basic health insurance. The residence permit card (ID card) will be sufficient for you and your family members to receive health care services.

2.3 SECONDARY HEALTHCARE SERVICES

If your primary care physician decides that you need some additional diagnostic tests, examinations or a hospital treatment, he/she will give you a paper referral ("UPUTNICA" in Croatian) for a specialist. You need to make an appointment or your primary care physician will make it for you. You should bring your referral (UPUTNICA) with you when you go to the specialist. In case you wish to be examined by a physician of certain gender (male or female), you need to mention this when making the appointment.

It is common to wait for several months for some examinations in Croatia because there are long waiting lists. Croatians have to wait that long as well. If your health condition requires an **urgent examination**, you will be given a priority.



CONTACTS & RESOURCES

Public sector:

Croatian Health Insurance Fund

Directorate / HZZO

Margaretska 3, 10000 Zagreb

Tel: + 385 1 644 90 90

Basic insurance 0800 7979

Complementary insurance 0800 7989

Info phone: 0800 7999

E-mail: ncp-croatia@hzzo.hr

Web: www.hzjz.hr/en/

NGOs:

Doctors of the World - Belgium / MDM

Pavla Hatza 11, 10000 Zagreb

E-mail: fieldco.croatia@medecinsdumonde.be

Croatian Red Cross

The Migrants Protection Office

Crvenog križa 14, 10000 Zagreb

Tel: +385 1 4655 814

Web: www.hck.hr

Jesuit Refugee Service

Centar za integraciju SOL

Maksimirska Cesta 286, 10000 Zagreb

Tel: +385 98 99 35 863

E-mail: info@jrs.hr, Web: www.jrs.hr



Web pages:

Croatian health system navigation guide

in Arabic:

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

in English:

<https://www.hzjz.hr/wp-content/uploads/2017/12/CARE-brosura-EN.pdf>

in Farsi:

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

in Croatian:

<https://www.hzjz.hr/wp-content/uploads/2017/12/CARE-brosura-HR.pdf>**2.4 EMERGENCY HEALTHCARE SERVICES**

In a case of an emergency when your life or health may be seriously threatened, you should seek **emergency medical services** by calling an **ambulance** (Croatian: HITNA POMOĆ) which in Croatia is available 24 hours per day, all week and during holidays.



The phone number for emergency medical services is: **112** or **194**

When making such emergency call you will need to:



- introduce yourself,
- tell them what happened,
- who needs help,
- what is your location.

 It is important to stay calm and carefully listen to instructions. After you make the call, keep the phone line clear in case emergency team would have to call you back.

In most hospitals there are **General emergency departments** (OBJEDINJENI HITNI BOLNIČKI PRIJAM) where you can personally come if you are able and know how to get there, without calling an ambulance. You should go there only in emergency situation. In all other cases, the primary care physician is the first contact.

2.5 PSYCHOLOGICAL HELP

Mental health is as important as physical health. Psychological counselling and psychotherapy can help you in dealing with difficulties in daily life, difficult emotions or the impact of survived trauma, medical illness or loss and specific psychological disorders, like depression or anxiety. Asking for help from a psychologist, psychiatrist, social worker or other professional does not mean that you are weak or not normal; psychological help can be very useful to all people when they are going through difficult periods and need support.

You General Practitioner can give you a referral for psychological help in the same way as for other specialists. You can also get free psychological help in non-government organizations dedicated to supporting refugees. These organizations usually have interpreters who will help that you and the counsellor understand each other. They can also help you find a doctor who can help you if you are a torture survivor, victim of trafficking in human beings or a person with experience of potentially traumatic events and you need medical assistance and services.

CONTACTS & RESOURCES

NGOs:

Rehabilitation Centre for Stress and Trauma

Kvaternikov trg 12, 10000 Zagreb
Tel: +385 (0)1 4641 342
E-mail: info@rctzg.hr
Web: www.rctzg.hr

Society for Psychological Assistance

Ulica kneza Mislava 11, 10000 Zagreb
Tel: +385 4826 111
Email: dpp@dpp.hr

Doctors of The World Belgium / MDM

Pavla Hatza 11, 10000 Zagreb
E-mail: fieldco.croatia@medecinsdumonde.be

Centre for Missing and Exploited Abused Children

Josipa Jurja Strossmayera 1/1
31000 Osijek
Tel: +385 31 272 943
E-mail: info@cnzd.org





Social benefits and welfare

3.1 FINANCIAL BENEFITS AND SUBSIDIES

As a person with granted international protection, you are entitled to social assistance in form of financial aid, if you do not have enough means to cover your living needs, and you are unable to support yourself through work or income from property or other sources.

There are two main types of social assistance benefits:

Guaranteed minimum allowance is an amount of money you will receive on a monthly basis if you are single or living with your family and you have no income which you can use to cover your costs of living.

There are two main types of social assistance benefits:

 Guaranteed minimum benefit if you are single:

Single person incapable for work	920,00 HRK (121 EUR)
Single person capable for work and single parent	800,00 HRK (105 EUR)

 Guaranteed minimum benefit for a household
(amounts are added for each member of the household):

Adult person	480,00 HRK (63,00 EUR)
Child (up to 18 years)	320,00 HRK (42,00 EUR)
Single parent	800,00 HRK (105,00 EUR)
Child in a single-parent family	440,00 HRK (58,00 EUR)

One-time assistance is a type of financial help provided to a single person or a family **at the time they have extraordinary costs**. For example, it may be granted in case of a birth of a child, a child's education costs, illness or death of a family member, natural disaster, buying basic household items, essential clothes and footwear.

For an individual, the highest amount is 2 500.00 HRK (EUR 327.00) in one year and for a household it is 3 500.00 HRK (EUR 458.00) in one year. In exceptional circumstances, one-time assistance of up to 10.000.00 HRK (EUR 1 309.00) may be granted, but only with the consent of the Ministry in charge of social policies.

There are other types of welfare benefits the Centre for Social Services can grant, like:

- personal disability allowance (for persons with severe disabilities)
- assistance-and-care support (for persons who need the help of others for meeting their basic needs)
- parent caregiver or caregiver (for parents with disabled children or a caregiver of a disabled person)
- allowance relating to education

The Centre for Social Services examines each individual case and makes a decision about financial and other types of assistance.

In order to get the social assistance and other welfare benefits, for which you meet the criteria, you will have to contact the **Social Welfare Centre** in your place of residence. The specific procedures for each social benefit will be explained to you. Usually you will have to fill some forms and submit some documents as proof that you meet the specific criteria.

Unless you are unable to work due to disability, you will need to be registered at Croatian Employment Service to apply for guaranteed minimum benefit. If you are able to work you are required to accept a job offered by the Croatian Employment Service, and when you get a job and start receiving a salary, you will lose the right to guaranteed minimum benefit.

There is also child allowance which is obtained from Croatian Pension Insurance Institute (HZMO) if you earn less than 2.328,20 HRK per member of your household. Usually it ranges from cca 200 HRK to cca 300 HRK per month.



3.2 SOCIAL BENEFITS (NON-FINANCIAL)

As a person granted international protection, you are also entitled to other types of help in kind and Social benefits, under the same conditions as Croatian citizens.

If you are receiving guaranteed minimum benefit you have the right to use the public kitchen in your place of residence, where meals are prepared and served every day. To use public kitchen, you will need to get referral from your social worker.

If you cannot access the public kitchen, due to disability or health state, you have the right for meals to be delivered to your home, in case you are living alone.

In some cities, persons who are in difficult situation can get the help in food and personal hygiene product packages.

Other Social benefits, for persons in need include:

- **home assistance** - involves home delivery of ready-made meals, carrying out of household tasks, help with getting dressed and undressed, bathing and other hygiene needs. This service is usually granted to elderly persons or persons with disability.
- **residential care** - institutional care in a social care home or non-institutional care in a foster home. This social service is usually provided to children and adults with disability and to children without adequate parental care.
- **semi-residential care** - full-day stay and half-day stay in social care home which includes the following services: food, personal hygiene, health care, supervision, education, nursing, work activities and psychosocial rehabilitation.
- **organised living service** - recipients are offered permanent or occasional assistance by qualified staff or other people at home they live in and outside it. This social service is usually provided to children and adults with disability and to children without adequate parental care.
- **early intervention** - includes professional assistance to children and professional and advisory assistance to parents and foster parents. It is offered to a child with developmental disabilities at an early age.

To be granted any of these services, you need to submit request in the **Social Welfare Centre** in your place of residence. Your social worker will guide you through procedure and documents.

CONTACTS & RESOURCES

Government:

**Ministry for Demography, Family,
Youth and Social Policy (MDOMSP)**

Trg Nevenke Topalušić 1, 10000 Zagreb

Tel: 01/555 7111

E-mail: ministarstvo@mdomsp.hr

Web: www.mdomsp.gov.hr

List of Social Service Centers in Croatia:

http://krijesnica.hr/wp-content/uploads/2015/10/dokumenti_CZSS.pdf

NGOs:

Jesuit Refugee Service

Centar za integraciju SOL

Maksimirska Cesta 286, 10000 Zagreb

Tel: +385 98 99 35 863

E-mail: info@jrs.hr

Web: www.jrs.hr

Croatian Red Cross

The Migrants Protection Office

Crvenog križa 14, 10000 Zagreb

Tel: +385 1 4655 814

Web: www.hck.hr

**Rehabilitation Centre for Stress
and Trauma**

Kvaternikov trg 12, 10000 Zagreb

Tel: +385 (0)1 4641 342

E-mail: info@rctzg.hr

Web: www.rctzg.hr

Centre for Peace Studies

Selska cesta 112 a, 10000 Zagreb

Tel: 01 4820 098

E-mail: cms@cms.hr

Web: www.cms.hr





Education

The education system in Croatia consists of: **kindergartens and preschool institutions, elementary school, secondary schools, higher education and education for adults.**

4.1 CHILDREN AND YOUTH

KINDERGARTENS AND PRESCHOOL

Kindergartens are not mandatory and you can enroll your child throughout the school year, if there are available places. Usually, you will have to apply in May for the next educational year, which lasts from September of the same year until August next year.

Preschool is mandatory for all children in the year before they start elementary school regularly (at age 6).

 In order to enroll your child in a kindergarten or a preschool program you will have to contact directly a preschool institution of your choice, which is usually the one nearest to your place of residence. There are public kindergartens which are mostly subsidized and you will have to pay only a fraction of the economic price, and there are private kindergartens which are more expensive. Parents who are unemployed and receive social assistance can be exempt from payment in public kindergartens. Also, in some cities parents who are granted international protection can enroll children in kindergartens without paying.

CONTACTS & RESOURCES

Government:

Ministry of Science and Education

Donje Svetice 38, 10000 Zagreb

Tel: +385 1 45 69 000

E-mail: ured@mzos.hr

Web: <https://mzo.gov.hr/en>

Education and Teacher Training Agency

Donje Svetice 38, 10000 Zagreb

Tel: +385 1 27 85 000

E-mail: agencija@azoo.hr

Web: www.azoo.hr

Resources:

**Welcome to Kindergarten Brochure****English:**

<http://28.korakpokorak.hr/wp-content/uploads/2018/07/Korak-po-korak-dizajn-brosura-ENG-vrtic.pdf>

Arabic:

<http://28.korakpokorak.hr/wp-content/uploads/2018/09/Korak-po-korak-dizajn-brosura-ARAPSKI-vrtic.pdf>

Farsi:

<http://28.korakpokorak.hr/wp-content/uploads/2018/09/Korak-po-korak-dizajn-brosura-FARSI-vrtic.pdf>

Croatian:

<http://28.korakpokorak.hr/wp-content/uploads/2018/07/Korak-po-korak-dizajn-brosura-HRV-vrtic.pdf>

ELEMENTARY EDUCATION

Elementary school is mandatory and free for all children between the age of six and fifteen years, and lasts 8 years. Children with disabilities can go to elementary school if they are older than 15, but not older than 21 years of age.

Enrolment in school will depend on a child's age and location of residence. Before starting school, your child will be examined, which includes health check-up and assessment at what grade the child will be placed. In many cases it can happen that the child will go to a class with younger children. This is because it can be difficult for the child to follow school the program if he/she does not speak Croatian language well enough or have missed school in the country you previously lived in.



School, in which the child is enrolled, will organise a minimum of 70 hours of **preparatory Croatian language** learning. Schools also provides additional classes of Croatian language once the child starts attending classes.

CONTACTS & RESOURCES

Government:

Ministry of Science and Education

Donje Svetice 38, 10000 Zagreb

Tel: +385 1 45 69 000

E-mail: ured@mzos.hr

Web: <https://mzo.gov.hr/en>

Education and Teacher Training Agency

Donje Svetice 38, 10000 Zagreb

Tel: +385 1 27 85 000

E-mail: agencija@azoo.hr

Web: www.azoo.hr

Resources:



Welcome to School Brochure

English:

<http://28.korakpokorak.hr/wp-content/uploads/2018/07/Korak-po-korak-dizajn-brosura-ENG-skola.pdf>

Arabic:

<http://28.korakpokorak.hr/wp-content/uploads/2018/09/Korak-po-korak-dizajn-brosura-ARAPSKI-skola.pdf>

Farsi:

<http://28.korakpokorak.hr/wp-content/uploads/2018/09/Korak-po-korak-dizajn-brosura-FARSI-skola.pdf>

SECONDARY EDUCATION

Secondary school is not mandatory in Croatia, but majority of children and youth enrol and graduate. Young people start secondary school at the age of 15. There are 3 types of secondary schools: **gymnasium, vocational** and **artistic**. Depending on the type, they last for three (some vocational schools), four (gymnasiums and some vocational schools) or five years (medicine high school). Young person can choose freely the type of school he/she wants to go to, but the enrollment depends on the grades from elementary school.

Enrolment in secondary schools is more complex and depends on many things. Regularly, students enroll in the first year of secondary school up to the age of 17. 18-year-old may enroll in the first year of secondary school with permission of the school board.

If older than 18, he/she needs permission from the Ministry of education and science. It is recommended to ask organizations that are helping refugees in Croatia for information and guidance about enrollment in secondary schools.

State graduation exam (Državna matura) is a set of exams for verification and evaluation of students' knowledge, skills and abilities, gained during elementary and secondary school education. Every young person who wants to continue with higher education has to finish a 4 year of secondary school and pass the state graduation exam.

CONTACTS & RESOURCES

Government:

Ministry of Science and Education

Donje Svetice 38, 10000 Zagreb

Tel: +385 1 45 69 000

E-mail: ured@mzos.hr

Web: <https://mzo.gov.hr/en>

Agency for Vocational Education and Training and Adult Education

Amruševa 4, 10 000 Zagreb

Tel: +385 1 62 74 666

E-mail: ured@asoo.hr

Web: www.asoo.hr

Education and Teacher Training Agency

Donje Svetice 38, 10000 Zagreb

Tel: +385 1 27 85 000

E-mail: agencija@azoo.hr

Web: www.azoo.hr

HIGHER EDUCATION

There are 3 levels of **higher education**:

- undergraduate studies
- graduate studies or integrated undergraduate and postgraduate studies
- post-graduate studies

Persons granted international protection, have the rights to higher education under the same conditions as Croatian citizens.

For enrolling into a study program, you need to contact higher education institution and ask what they require for enrolment. If you have your previous education certificates, you need to submit it to relevant Agency for validation and recognition. If you do not have some of the documents required and can't obtain them, the higher education institutions are obliged to evaluate and validate in some other way your previous knowledge and skills and make a decision do you meet the criteria to be enrolled.



If you started the higher education (university or professional studies) in your country of origin or other country and want to continue studies in Croatia, first you need to apply for **academic recognition of the period of study**. This means that the equivalency of subjects you studied with the subjects of the higher education program you want to continue, will be determined. The application for academic recognition, with the officially translated documents, proving your previous period of study, is submitted to the academic recognition office of the university where you want to continue higher education. It is advisable to first check the possibilities and criteria for enrollment with the higher education institution or appropriate department, before submitting the application. In that way you will avoid unnecessary costs.

Higher education programs are available in Croatian language. There are some international programs that are offered in English language, mostly in private universities and colleges.

Students with international protection status have the same student rights, once enrolled into study program of an accredited higher education institution as a full-time student, as Croatian citizens. This includes waiving of the fees (state funded fees for full time students) and full student support. Support to full time students includes:

- applying for accommodation in dormitory,
- subsidized student meals in student restaurants,
- applying for scholarships and other student subsidies,
- health insurance.

Students with international protection status have the right to apply to all types of state scholarships, if they fulfill the criteria, set for each type of scholarship.

CONTACTS & RESOURCES

Government:

Ministry of Science and Education

Donje Svetice 38, 10000 Zagreb

Tel: +385 1 45 69 000

E-mail: ured@mzos.hr

Web: <https://mzo.gov.hr/en>

Agency for Science and Higher Education

National ENIC / NARIC Office

Donje Svetice 38, 10000 Zagreb

Tel: +385 1 62 74 888

E-mail: enic@azvo.hr, Web: www.azvo.hr

Office hours for work with clients: Tue - Fri 9 to 12

Links for scholarships:

www.stipendije.info

www.mzos.hr - Ministry of Science and Education

www.unizg.hr - Zagreb University

www.zhzd.hr/stipendije/ - Croatia for Children Foundation

4.2 ADULT EDUCATION

There are education programs for adults that didn't complete elementary or secondary school in order to finish them, as well as programs for learning a new skill or a craft, or to improve in a skill you are already qualified for.

Education programs for adults are carried out in public or private schools for adults. Elementary school for adults is free of charge for persons granted international protection. For other types of adult education there is usually a tuition.

Croatian Employment Service (HZZ) offers free adult education programs and trainings for registered unemployed persons, usually for vocational skills which are in demand on the labor market.

CONTACTS & RESOURCES

Government:

Ministry of Science and Education

Donje Svetice 38, 10000 Zagreb

Tel: +385 1 45 69 000

E-mail: ured@mzos.hr

Web: <https://mzo.gov.hr/en>

Agency for Vocational Education and Training and Adult Education

Radnička cesta 37b, 10000 Zagreb

Tel: +385 1 62 74 666

E-mail: ured@asoo.hr, Web: www.asoo.hr

4.3 RECOGNITION OF QUALIFICATIONS

If you have a certificate, diploma or other proof you attended or completed any level of education, there are few different procedures for recognition of foreign education qualifications in Croatia. You can have your diploma or qualifications recognized for two purposes:

- for the purpose of employment, which is called professional recognition,
- for the purpose of continuing your education.

Depending on the level of your previous education, have you completed it or not and the profession you are trained in, different state agencies and education institutions are in charge of recognition procedure:

- recognition for the purpose of continuation of primary and secondary education is under the authority of the school (primary or secondary) where the applicant intends to continue education
- recognition of secondary education in vocational programs for the purpose of employment or continuing education is under authority of **Agency for Vocational Education and Training and Adult Education.**



- **Agency for Science and Higher Education** is mainly in charge of professional (for purpose of employment) recognition of higher qualifications (university and professional studies).

For continuing higher education, you already started abroad, you need to apply for academic recognition at the university, polytechnic or college you want to enroll to.

CONTACTS & RESOURCES

Government:

Ministry of Science and Education

Donje Svetice 38, 10000 Zagreb
Tel: +385 1 45 69 000
E-mail: ured@mzos.hr
Web: <https://mzo.gov.hr/en>

For recognition of primary education and general, gymnasium and art secondary education:

Education and Teacher Training Agency

Donje Svetice 38, 10000 Zagreb
Tel: +385 1 27 85 000
E-mail: agencija@azoo.hr
Web: www.azoo.hr

For recognition of vocational secondary education programs:

Agency for Vocational Education and Training and Adult Education

Radnička cesta 37b, 10000 Zagreb
Phone: +385 1 62 74 666
E-mail: ured@asoo.hr
Web: www.asoo.hr

For recognition of higher education qualifications for purpose of employment:

Agency for Science and Higher Education National ENIC / NARIC Office

Donje Svetice 38, 10000 Zagreb
Tel: +385 1 62 74 888
E-mail: enic@azvo.hr
Web: www.azvo.hr
Office hours for work with clients:
Tuesday - Friday 9:00 to 12:00



Useful links with information on qualification recognition:

<https://www.azoo.hr/index.php?view=article&id=2702&naziv=priznavanje-inozemnih-obrazovnih-kvalifikacija-the-recognition-of-a-foreign-educational-qualification>

<http://www.pikaso.asoo.hr/index.html>



Work

5.1 RIGHT TO WORK

As a person granted international protection you have the same employment rights as Croatian citizens, which means you don't need a work permit. When you get employed the rights to social benefits, like Guaranteed minimum benefit, are cancelled.

If you are using government funded accommodation and you earn more than 2500 HRK (if you are single) or more than 1500 HRK per member of your family, you will have to pay a part of the housing costs, depending on how much you earn.

You are entitled to a child allowance if you earn less than 2.328,20 HRK per member of your household.

5.2 HOW TO FIND WORK?

Croatian Employment Service (HZZ) provides the list of job vacancies, job search counselling and information regarding the labor market. When you are granted international protection, it is highly advisable to register with Croatian Employment Service according to your place of residence. Remember that other welfare benefits like Guaranteed minimum benefit, depend on you being registered at HZZ. To remain registered, you need to be an active job seeker and comply with the requirements (e.g. regularly contact your employment counsellor and apply to job offers).



Many organizations who support and assist refugees provide assistance in job search as well like writing a CV or preparing for a job interview. It is also very advisable to learn how to search for a job on your own using dedicated websites for that purpose, internet and live and online social networks.

CONTACTS & RESOURCES

Public sektor:

Croatian Employment Service
Radnička cesta 1, 10000 Zagreb
Tel: +385 1 612 6000
www.hzz.hr
e-mail: hzz@hzz.hr

NGOs:

Centre for Peace Studies
Selska cesta 112 a, 10000 Zagreb
Tel: 01 482 098
E-mail: cms@cms.hr
Web: www.cms.hr

Croatian Red Cross
The Migrants Protection Office
Crvenog križa 14, 10000 Zagreb
Tel: +385 1 4655 814
Web: www.hck.hr

Jesuit Refugee Service
Centar za integraciju SOL
Maksimirska cesta 286, 10000 Zagreb
Tel: +385 98 99 35 863
E-mail: info@jrs.hr
Web: www.jrs.hr

Zemljani - Are You Syrious?
Brune Bušića 42, 10000 Zagreb
Tel: +385 99 6600 688
E-mail: areyousyrious@gmail.com
Web: web.facebook.com/areyousyrious

Rehabilitation Centre for Stress and Trauma
Kvaternikov trg 12, 10000 Zagreb
Tel: +385 (0)1 4641 342
E-mail: info@rctzg.hr
Web: www.rctzg.hr

Web pages for job searching:

<https://www.moj-posao.net/>

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

<https://burza.com.hr/oglasi/posao-ponuda>

<https://www.oglasnik.hr/ponuda-poslova>

<https://www.njuskalo.hr/posao>



Working and Living in Croatia Booklet:

<http://www.hzz.hr/UserDocsImages/Living&workingCRO.pdf>

5.3 EMPLOYMENT CONTRACTS AND TYPES OF EMPLOYMENT

To work legally in Croatia, you will have to conclude employment contract with employer. The employment, defined by the contract, can be:

- **temporary** employment, for a definite period of time.
- **permanent** employment, which is not time limited and you are employed until further notice;

When you get a job, there is usually a probation period of 1-6 months. The employment can be full time or less than full time. **Full time** employment means that you work 40 hours per week. If you work more than 40 hours per week, it is considered as **overtime work hours**, for which you should be paid more than regular working hours. Total work hours, with overtime, can reach maximally 50 hours per week. The exception is a seasonal work (usually in hospitality, tourism and agriculture), where it is allowed more than 50 working hours per week, during the season of high business activity. This has to be defined in the employment contract and in accordance with the law.

For signing a employment contract, you will need to have a valid ID card (issued by the Croatian Ministry of Interior), a bank account open in Croatia and a tax card (issued by the Tax Administration office according to your address).

You and your employer both have the right to terminate the employment contract, before the expiration.

There are two basic types of termination of employment contracts:

- Regular termination of employment contract
- Extraordinary termination of employment contract

The employer may terminate the employment contract, respecting the agreed notice period (regular dismissal), if there is a justified reason for this, in the case of:

- if there is no need to perform a particular job for economic, technical or organizational reasons (business conditional termination),
- if the employee is unable to fulfill his duty or employment obligations due to certain permanent characteristics or abilities (personal conditional dismissal),
- if the employee violates employment obligations (dismissal conditioned by the employee's misconduct),
- if the employee did not satisfy on probation (dismissal due to dissatisfaction with probation).

The employee also has the right to terminate the employment contract and respect the agreed notice period: this means that you have to notify the employer before you will leave the job and the time period is defined in the employment contract.



5.4 SALARIES, SOCIAL CONTRIBUTIONS AND TAXES

As a legally employed person you will receive a monthly-for the previous month, **net salary**, which has to be always paid in Croatian currency (HRK) to your bank account.

The average monthly net salary in Croatia is cca 862€ (August 2019). The minimum guaranteed salary is cca 436€ for full time employment.

What you will receive on your bank account (net salary) is different from your **gross salary**. Gross salary includes taxes and social security contributions which are compulsory:

- **pension** and **disability insurance** (compulsory and voluntary, from which pensions are payed once you retire),
- basic compulsory **health insurance**, and
- **unemployment insurance** (for cases of **work-related disability** and **unemployment benefit**).

 If your employment contract is terminated without your consent and without your fault, you may be entitled to unemployment benefit. After the termination, you need to register again with the public employment office, according to your address, and submit:

- evidence of the reason for termination of the employment contract (usually written notice from the employer about the dismissal)
- evidence of the average gross wage in the three-month period prior to the termination (usually payrolls certified by the employer)
- copy of the bank current account

The amount of the unemployment benefit and the duration of receiving it depends on your salary and duration of the employment.

5.5 RIGHTS OF EMPLOYEES

Your worker rights are protected by the Labor Law and should be part of a contract you are making with the employer. Minimally, you have the right to:

- **Regular payment** of salary, usually monthly. If the employer wants to change your salary, he needs to offer you a new contract, which you have the right to refuse;
- **Daily rest** of usually 12 hours between two working days; for seasonal work (for example in tourism and agriculture), daily rest can be minimally 8 hours;

- **Weekly rest** of minimum 24 hours; usual non-working day is Sunday;
- **Payed annual holiday** of minimum 4 working weeks per year, which you can use after you worked 6 months consecutively. You can use your holiday time all at once, or distribute it across the year;
- **Payed sick leave.**

You also have the right to safe and healthy working environment, and to be protected against discrimination and ill-treatment.

Your obligation as a worker is to carry out your work conscientiously and in due time. You are required to respect the working time agreed with the employer. You have to inform the employer of all the essential circumstances that influence or could affect the fulfilment of your contractual obligations. Read your contract carefully to understand what is expected of you.

If you get ill you need to inform your employer as soon as possible that you are unfit for work. You need to go to the doctor who will open a **sick leave** and give you a doctor's notice. This serves as the evidence for a payed sick leave.

CONTACTS & RESOURCES

Ombudsperson

Trg hrvatskih velikana 6
10000 Zagreb
Tel: +385 1 4851 853
+385 1 4851 855
E-mail: info@ombudsman.hr
Web: www.ombudsman.hr/en/

In case of violation of your rights from the employment contract:

Croatian State Inspectorate

Šubićeva 29, 10000 Zagreb
Regional contacts:
<https://dirh.gov.hr/kontakti/podrucni-uredi/131>

Web address for complaints:
<https://dirh.gov.hr/podnosenje-prijava/83>

Union of Autonomus Trade Unions of Croatia

Trg kralja Petra Krešimira IV. 2
10000 Zagreb
Tel: + 385 1 46 55 616
+ 385 1 46 55 013
E-mail: sssh@sssh.hr, Web: www.sssh.hr/en/

List of associations that provide free legal aid:

<https://pravosudje.gov.hr/istaknute-teme/besplatna-pravna-pomoc/ovlastene-udruge-i-pravne-klinike-za-pruzanje-primarne-pravne-pomoci/6190>





Learning the language

6.1 CHILDREN AND YOUTH

There are no Croatian language courses specially for children. However, primary school in Croatia is mandatory and your children who attend it will learn Croatian language at school. Primary and secondary schools in Croatia are obligated to organize a minimum of 70 hours of preparatory Croatian language education for refugee children and children with insufficient knowledge of the Croatian language. However, practices vary and depend on each school.

6.2 ADULTS

Croatian language learning program for persons granted international protection lasts 280 school hours (one school hour = 45 minutes). In general, you have the right to learn the Croatian language for free, in open universities, primary schools and other institutions that are authorized to perform primary education for adults. In practice, there are a lot of problems in organization of such language courses. You will receive more information about the courses and your rights and obligations of attending it, once you get international protection.

If you are granted international protection some time ago and you didn't exercise your right to learn the Croatian language, turn to the employment counsellor in the Croatian Employment Service (according to your address), even if you are employed, and ask about the available opportunities.

Many organizations, who work with and support refugees, organize Croatian language learning workshop and courses as well. These courses are often not official and are carried out by volunteers. Upon completion of that kind of a course, you will usually not receive a certificate that proves your competence.

6.3 ONLINE LANGUAGE LEARNING

There are some useful on-line language learning tools to learn Croatian:

- <https://welcomm-europe.eu/croatian-language-course/>
- https://croaticum.ffzg.unizg.hr/?page_id=5024

Learning the Croatian language on-line and taking initiative to learn by yourself is highly useful and recommended, although it is usually an add-on to learning the language in the official courses. It is highly recommended to learn Croatian language through schools/courses, as well as spending time with, and talking to people in Croatian language.





Community engagement

There is a wide range of activities in which you can get involved for recreation, leisure time or contributing to the community, including activities for children and adults:

- Libraries (most books are in Croatian and English)
- Sports clubs - there is a wide range of sports that you can get involved in, from football to swimming or chess. Usually you have to pay a monthly member fee, but there are some clubs that you can join in for free
- Choirs and dance studios
- Mountaineering associations are relatively popular in Croatia as there are many beautiful mountains to hike.
- Fitness, gym, yoga, Pilates and other workout activities
- Public pools - you can join a club and attend organised practices, or just swim for your own during a certain time of the day
- Volunteering - there are a lot of associations that organise volunteering activities. There is usually one central association that gathers information from many other associations about volunteering opportunities.

There are many benefits of engaging in your local community. You will get familiar with the customs and traditions faster, as well as the language. Meeting the locals in your community will contribute to your integration and can open many new possibilities like finding a job, an apartment, or any other help with getting around your new environment. As the local community members will get to know you, it will also mitigate potential prejudice and stereotypes.

KONTAKTI I RESURSI

Religious communities:

Zagreb Mosque

Gavellina ul. 40, 10000 Zagreb

Tel: +385 1 6137 162

Croatian Islamic Community

Tomašičeva 12, 10000 Zagreb

Tel: + 385 1 4614 473

E-mail: tajnistvo@islamska-zajednica.hr

Web: www.islamska-zajednica.hr

Volunteer opportunities:

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

<https://hrvatska.volontira.vcz.hr/events>

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

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

NGOs:

Football Club 041 (Nogometni klub 041)

<http://www.nkzagreb041.hr/centar-za-mirovne-studije/centar-za-mirovne-studije>

Choir Home Guests (Zbor Domaći gosti)

https://web.facebook.com/zbordomacigosti/?_rdc=1&_rdr

Women Association Live Atelier (Ženska udruga Živi Atelje)

<https://ziviateljje.dk/>

Society of Africans in Croatia (Društvo Afrikanaca u Hrvatskoj - DAH)

<https://dah.hr/>

Afro Badinya - African Association (Afro Badinya - Afrička udruga)

https://web.facebook.com/AfroBadinya/?_rdc=1&_rdr





Free legal aid

Free legal aid is a way of facilitating access to courts and other public bodies to socially and economically vulnerable categories of citizens, in order to provide professional legal assistance for the effective realization of legal protection on equal terms.

Persons granted international protection have the right to free legal aid. If you need legal information and consultation contact civil society organization registered as **free legal aid provider with the Ministry of Justice** (<https://pravosudje.gov.hr/istaknute-teme/besplatna-pravna-pomoc/ovlastene-udruga-i-pravne-klinike-za-pruzanje-primarne-pravne-pomoci/6190>).

Legal aid providers will inform you on your rights and possibilities to exercising them, explain the procedure you are about to participate in and if needed, they will contact other institutions regarding your case (for example, Ombudsperson's offices or other available mechanisms).

CONTACTS & RESOURCES

Government:

Ombudsperson

Trg hrvatskih velikana 6, 10000 Zagreb
Tel: +385 1 4851 853, +385 1 4851 855
E-mail: info@ombudsman.hr
Web: www.ombudsman.hr/en/

Office for Human Rights and Rights of National Minorities of the Government of the Republic of Croatia (GOHRRNM)

Mesnička 23, 10000 Zagreb
Tel: 01/4569 358
E-mail: ured@uljppnm.vlada.hr
Web: www.uljppnm.vlada.hr

Legal Clinic at the Faculty of Law in Zagreb

Ul. Jurja Žerjavića 6/II. kat
10000 Zagreb
Tel: +385 1 4811 320; +385 1 4811 324
Web: klinika.pravo.unizg.hr/law-clinic-zagreb

List of associations that provide free legal aid:

<https://pravosudje.gov.hr/istaknute-teme/besplatna-pravna-pomoc/ovlastene-udruge-i-pravne-klinike-za-pruzanje-primarne-pravne-pomoci/6190>

NGOs:

Hrvatski pravni centar

Andrije Hebranga 21, 10000 Zagreb
Tel: +385 1 4854 934
E-mail: hpc@hpc.hr
Web: www.hpc.hr

Centre for Peace Studies

Selska cesta 112 a, 10000 Zagreb
Tel: 01 4820 098
E-mail: cms@cms.hr
Web: www.cms.hr

Centre for Peace, Nonviolence and Human Rights in Osijek

Trg Augusta Šenoae 1, 31000 Osijek
Tel: 00385 31 206 886
00385 31 206 887
00385 31 214 581
E-mail: centar-za-mir@centar-za-mir.hr
Web: www.centar-za-mir.hr/en/

Civil Rights Project Sisak

Stjepana i Antuna Radića 6/5
44000 Sisak
Tel: +385 44 571 752
Besplatna tel. linija: 0800 200 098
E-mail: pggp-sisak@crpsisak.hr
Web: <http://www.crpsisak.hr/?lang=en>



The logo for SUDWIND features the word "SUDWIND" in a stylized, red, cursive font. A small graphic of a windmill is positioned above the letter "D".The logo for CESIE consists of a blue globe icon on the left, followed by the lowercase letters "cesie" in a blue, sans-serif font. Below the letters, the tagline "the world is with you always" is written in a smaller, lighter blue font.The logo for CMS features the letters "CMS" in a bold, orange, sans-serif font. Below the letters, the text "CENTAR ZA MIROVNE STUDIJE" is written in a smaller, black, sans-serif font.The logo for development dp perspectives features the word "development" in a small, black, sans-serif font at the top. Below it, the letters "dp" are written in a large, bold, blue, sans-serif font. At the bottom, the word "perspectives" is written in a small, black, sans-serif font.The logo for PATRIR features the word "PATRIR" in a large, blue, serif font. A small graphic of a dove is positioned above the letter "R".

RCT ZAGREB

Rehabilitation Centre for Stress and Trauma works toward improvement of psychological health, quality of life and social inclusion of survivors of trauma, torture and human rights violations and those who are socially marginalized or at risk of marginalization. Since 1993 RCT works with refugees, internally displaced persons and returnees, particularly torture survivors, offering services of psychological and medical rehabilitation as well as supporting integration.