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# **INTERACT – RESEARCHING THIRD COUNTRY NATIONALS’ INTEGRATION AS A THREE-WAY PROCESS - IMMIGRANTS, COUNTRIES OF EMIGRATION AND COUNTRIES OF IMMIGRATION AS ACTORS OF INTEGRATION**

Co-financed by the European Union

## ***Integration Policies Country Report for Croatia***

**Simona Kuti**

INTERACT Research Report 2014/13



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**INTERACT**  
**Researching Third Country Nationals' Integration as a Three-way Process -**  
**Immigrants, Countries of Emigration and Countries of Immigration as Actors of**  
**Integration**

**Research Report**  
**Country Report**  
**INTERACT RR2014/13**

**Integration Policies – Country Report for Croatia**

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## **INTERACT - Researching Third Country Nationals' Integration as a Three-way Process - Immigrants, Countries of Emigration and Countries of Immigration as Actors of Integration**

Around 25 million persons born in a third country (TCNs) are currently living in the European Union (EU), representing 5% of its total population. Integrating immigrants, i.e. allowing them to participate in the host society at the same level as natives, is an active, not a passive, process that involves two parties, the host society and the immigrants, working together to build a cohesive society.

Policy-making on integration is commonly regarded as primarily a matter of concern for the receiving state, with general disregard for the role of the sending state. However, migrants belong to two places: first, where they come and second, where they now live. While integration takes place in the latter, migrants maintain a variety of links with the former. New means of communication facilitating contact between migrants and their homes, globalisation bringing greater cultural diversity to host countries, and nation-building in source countries seeing expatriate nationals as a strategic resource have all transformed the way migrants interact with their home country.

INTERACT project looks at the ways governments and non-governmental institutions in origin countries, including the media, make transnational bonds a reality, and have developed tools that operate economically (to boost financial transfers and investments); culturally (to maintain or revive cultural heritage); politically (to expand the constituency); legally (to support their rights).

INTERACT project explores several important questions: To what extent do policies pursued by EU member states to integrate immigrants, and policies pursued by governments and non-state actors in origin countries regarding expatriates, complement or contradict each other? What effective contribution do they make to the successful integration of migrants and what obstacles do they put in their way?

A considerable amount of high-quality research on the integration of migrants has been produced in the EU. Building on existing research to investigate the impact of origin countries on the integration of migrants in the host country remains to be done.

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## **Abstract**

The report provides a description of the main policy documents, initiatives and actors dealing with immigrant integration in Croatia. After introductory remarks concerning the context and recent migration flows to Croatia – which are composed mainly of citizens from the countries of former Yugoslavia – the report identifies main target groups and the focus of integration measures, as well as the main policy tools implemented thus far. The third section focuses on forms of engagement by civil society organisations concerning integration – providing services and various forms of assistance, primarily to asylum seekers, refugees and persons under subsidiary protection. Given that the main policy measures are in the early stages of development or planned for upcoming periods, it is premature to fully assess their implementation. However, since most of the current measures target asylum seekers, asylum grantees and subsidiary protection beneficiaries it will be necessary to develop new integration instruments or extend the applicability of the existing ones to different categories of immigrants, to correspond to the envisaged future role of Croatia as an immigration country.

**Key words:** immigrant integration, integration policies, Croatia, asylum seekers, refugees

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## 1. Introduction

In February 2013, the Croatian Parliament adopted the *Migration Policy of the Republic of Croatia for the Period 2013-2015* (OG 2013), which contains a section on Integration Policy (Section 5., including 5 measures). As part of the measures prescribed in the Migration Policy, the *Action Plan for the Removal of Obstacles to the Exercise of Particular Rights in the Area of the Integration of Foreigners 2013-2015* was adopted by the Croatian Government in July 2013. Considering the above-mentioned facts, it is clear that integration is becoming a political priority to a greater extent than was the case earlier. The only official document dealing with migrant integration in former years was the *Migration Policy of the Republic of Croatia for 2007-2008* (OG 2007). It prescribed 17 measures and activities with only a few pertaining to integration: e.g. introducing compulsory language lessons and Croatian history and culture tests in the process of acquiring Croatian citizenship or permanent residence status (cf. footnote 5) and “measures, by which, in order to prevent discriminatory practices and attitudes towards immigrants in the economic, social and cultural life, the right to an equal status in relation to Croatian citizens is provided, with a focus on acquiring citizenship” (OG 2007). The latter measures (together with the “development of a comprehensive analysis of the labour market situation and of multi-annual trends of supply and demand for certain professions with a proposal of appropriate measures to meet the workforce demand”) are listed among “the most important measures, which were not fully carried out or which because of their importance should be implemented continuously” in current Migration Policy (OG 2013: 2).

Nevertheless, integration is not a subject of many public and political debates and is not high on the agenda of political parties in Croatia. Among the main parties in the Parliament, only the ruling coalition (SDP, HNS, IDS, HSU) has a brief section on immigration in their political programme (Kukuriku koalicija 2011: 35) – which states the need to develop preparatory policies in order to deal with the phenomenon of immigration of workers and their families to Croatia and with their institutional and social adjustment to new circumstances.

When discussing and evaluating the development of migrant integration policies in Croatia it is important to take into account the following facts concerning past and present migration flows. Traditionally Croatia was primarily an emigration country. With foreign resident population of 35,490 in 2011 (0.83% of the population – 4,284,889 according to the last Census, cf. DZS 2012) Croatia’s share of immigrants is quite below the EU-27 average of 6.6% (Župarić-Iljić and Gregurović 2013).<sup>1</sup> It is also important to note that most immigrants come from ex-Yugoslav countries and thus share substantial cultural and linguistic similarities – e.g. 65.5% of all foreign nationals in 2011 (including 2,317 nationals of Slovenia), according to data from the Ministry of the Interior (in Župarić-Iljić and Gregurović 2013; cf. European Commission 2012) (see Table 1).

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<sup>1</sup> According to the EMN Country Factsheet (European Commission 2012), the foreign resident population in Croatia in 2012 was 31,955. In 2013 the number of foreign residents in Croatia was estimated to be 31,683; see <http://www.index.hr/vijesti/clanak/u-saboru-rasprava-o-zakonu-o-strancima/680258.aspx> [Accessed 17 October 2013]. According to the same source, in 2013 30% of the foreign population in Croatia were EU nationals.

**Table 1. Foreign resident population in Croatia, 2011 (top ten groups by country of citizenship)**

Citizenship	Population in 2011	Percent of all foreign residents
<i>Total</i>	35,490	100.00
1. Bosnia and Herzegovina	13,628	38.40
2. Serbia	3,542	9.98
3. Germany	2,427	6.84
4. Slovenia	2,317	6.53
5. Kosovo	1,879	5.29
6. Macedonia	1,876	5.28
7. Italy	1,209	3.41
8. China	1,056	2.98
9. Russia	778	2.19
10. Austria	656	1.85
<i>Total (top ten)</i>	29,368	82.75

Adapted from Župarić-Iljić and Gregurović (2013: 70).

This report will provide a description of the main policy documents and actors dealing with migrant integration in Croatia, identify main target groups and the focus of integration measures, as well as describe the main policy tools implemented thus far. The third section focuses on forms of engagement by non-state actors: namely, non-migrant civil society organisations' actions and initiatives targeting asylum seekers, refugees and subsidiary protection beneficiaries. The final section presents a short assessment of the (future) implementation of policy measures. Given that most of the current measures target asylum seekers, refugees and subsidiary protection beneficiaries, it will be necessary to develop new integration measures or extend the applicability of the existing ones to include different categories of immigrants.

## 2. Description of Integration Public Policies

The main policy documents that deal with migrant integration are the *Migration policy of the Republic of Croatia for the period 2013-2015* (OG 2013) and, more specifically, the *Action Plan for the Removal of Obstacles to the Exercise of Particular Rights in the Area of the Integration of Foreigners 2013-2015* (thereafter: the Action Plan; see Croatia 2013). It is clear from both documents, and especially from the Action Plan, that refugees (or asylum grantees) and subsidiary protection beneficiaries are the main target groups – e.g. “Considering the particular vulnerability and specific situation in which refugees and subsidiary protection beneficiaries find themselves, the activities mentioned in this Action Plan focus to a large extent on regulating the position and integration of these specific categories of foreigners” (Croatia 2013: 3-4).<sup>2</sup>

Concerning the focus of integration measures, the Action Plan divides integration activities into the following sections: social welfare and health protection (4 + 7 activities), accommodation and housing (2 activities), language learning and education (3), and employment (7). The additional two groups of measures are focused on: improving the efficiency of “inter-agency cooperation” (3 activities) and “awareness rising of the issues of refugees and beneficiaries of subsidiary protection” (7), all targeting the general public and civil servants dealing with “persons covered by international protection and

<sup>2</sup> According to the UNHCR Croatia (<http://www.unhcr.hr/2012-12-20-09-46-40/statistics> [Accessed 17 October 2013]), 51 persons have been granted asylum and 48 have been granted subsidiary protection in Croatia (2004-August 2013). The top three countries of origin of asylum grantees in Croatia are Afghanistan, the Russian Federation and Turkey; and the Syrian Arab Republic, Afghanistan and Somalia for subsidiary protection grantees.

unaccompanied minors” (Croatia 2013: 14). Even though all relevant areas of integration are covered by the existing documents, most measures are oriented towards labour market integration, including the measure to “activate, motivate and involve refugees in Croatian language-learning programmes” (Croatia 2013: 11). The same document specifically states: “the successful integration of foreigners [...] is only possible if they are enabled to become active members of the new society. This primarily implies the right to work, the employment of foreigners, and the provision of employment opportunities in line with qualifications, professional experience and interests” (Croatia 2013: 10).<sup>3</sup>

Integration is an inter-departmental or inter-agency task dealt with by several ministries and agencies and coordinated by the Office for Human Rights and the Rights of National Minorities of the Government of the Republic of Croatia. The following ministries and agencies are involved in implementing the measures prescribed in the Action Plan (either as competent authorities or assisting bodies): the Ministry of the Interior, the Ministry of Social Policy and Youth, the Ministry of Health, the Ministry of Science, Education and Sports, the Ministry of Labour and the Pension System, the Ministry of Construction and Spatial Planning, the Ministry of Regional Development and EU Funds, the Ministry of Culture, the Office for Human Rights and the Rights of National Minorities of the Government of the Republic of Croatia, the Croatian Institute for Health Insurance, the Croatian Employment Service, the Agency for Electronic Media, the Education and Training Agency, the State Office for Croats Abroad, the Government Asset Management Agency and educational institutions accredited to implement elementary education programmes for adults. Some activities include local government representatives (“units of local and regional self-government”, Croatia 2013: 3) and cooperation with social welfare centres as well as with different non-state actors, e.g. the Croatian Red Cross, employer associations and other civil society organisations.

Since most measures in the Action Plan target refugees, subsidiary protection beneficiaries and to some extent asylum seekers, not all migrant groups are eligible for the same policy tools. However, some policy measures have a more general applicability – e.g. to “provide information on the use of health protection pursuant to the Act on Health Insurance and Health Protection of Foreigners in the Republic of Croatia [OG 80/2013]” (Croatia 2013: 5); to “coordinate the inclusion of asylum seekers, refugees, subsidiary protection beneficiaries, returnees and foreigners in educational institutions for the purpose of learning Croatian” (Croatia 2013: 10, primarily targeting child returnees and foreigners); to “inform foreigners about their rights and obligations in the employment system (Croatia 2013: 11); to “inform foreigners of the possibility of retraining or supplementary training in order to increase their chances for employment” (Croatia 2013: 11), and to “develop an information leaflet with basic information for the integration of foreigners in Croatian society” (Croatia 2013: 12).<sup>4</sup>

When it comes to the implementation of main policy tools, it is important to bear in mind that the Action Plan was brought about in July 2013 and therefore most of its policy measures are currently underway or at early stages of development (e.g. planned for 2014 or 2015). Considering this fact, the following section will concentrate on existing or recent practices, initiatives and opportunities. Croatian language courses for foreigners are held at several private language schools and public universities. It is important to note that these courses are not free and it depends on the person whether

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<sup>3</sup> This also corresponds to the Migration Policy (OG 2013), e.g. the part describing the new Aliens Act (OG 2011-2013 [OG 130/2011]) which states that “integration into Croatian society cannot be achieved without allowing access to the labour market” (OG 2013: 3).

<sup>4</sup> Measures targeting civil servants and the general public have more general applicability as well, e.g. “activities that are aimed at raising the awareness of the various aspects, causes and consequences of migration movements – which is also a prerequisite for preventing the rise of xenophobia, the creation of prejudices and negative attitudes towards foreigners – through media and public campaigns and through education on human rights” (Croatia 2013: 13).

he/she will attend since it is not compulsory.<sup>5</sup> On the other hand, refugees (or asylum grantees) and persons under subsidiary protection are obliged to take courses of “Croatian language, history and culture” (OG 2007-2010) which are provided for them “for the purpose of facilitating integration into Croatian society”. According to Župarić-Iljić (2013), the Ministry of the Interior had paid courses for a few asylum grantees in Zagreb between 2006 and 2011.<sup>6</sup> Courses were also held in Rijeka (cf. ECRI 2012). However, since 2011 there were no state-financed courses for refugees and persons under subsidiary protection (Župarić-Iljić 2013). In addition, there are no civic courses *per se* for migrants but some language courses also include “teaching about Croatian culture and civilisation” (e.g. <https://www.ffri.hr/rks/EN/tecajevi.html> [Accessed 18 October 2013]). However, these courses are not compulsory and they are not free (except for refugees and subsidiary protection grantees).

Since 2008, within the Croatian Employment Service (CES), several Migration Information Centres (MICs) have been opened in Zagreb, Split, Rijeka and Osijek. According to their website (<http://www.hzz.hr/default.aspx?id=7507> [Accessed 22 October 2013]) they “provide information and counselling services to migrants and potential migrants who are headed to member countries of the European Union, Switzerland, the US, Canada, New Zealand and Australia as well as to aliens who are interested in coming to Croatia.” Even though MICs primarily target potential emigrants, according to the latest available data (through the end of September 2010), the MIC in Zagreb had 115 inquiries of potential or actual immigrants (7.3% of all inquiries), mostly from persons with Croatian citizenship, returnees or descendants of immigrants (17.4%), citizens of Bosnia and Herzegovina (11%) and Serbia (9.2%) (<http://www.hzz.hr/default.aspx?ID=7281> [Accessed 22 October 2013]). Their website also notes that “the MIC does not offer employment mediation services, does not enable an issuance of visa or residence/work permit, and also does not offer any other consular services” (<http://www.hzz.hr/default.aspx?id=7508> [Accessed 22 October 2013]).<sup>7</sup>

There have also been several activities aiming to raise awareness on asylum issues in the local communities where reception centres for asylum seekers are temporarily situated (Kutina and Zagreb): e.g. the roundtable “Truth and Prejudices about Asylum Seekers” (<http://www.mup.hr/873.aspx> [Accessed 22 October 2013]), the workshop “Asylum in the Media” (<http://www.mup.hr/2592/349.aspx> [Accessed 22 October 2013]) and various programmes for World Refugee Day (e.g. <http://www.mup.hr/160813/9.aspx>, <http://www.mup.hr/main.aspx?id=43907>

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<sup>5</sup> The previous version of the Aliens Act (OG 2011-2013 [OG 130/2011]) prescribed attending a Croatian language course for at least 150 hours, for aliens who do not know the Croatian language and Latin script, when they are applying for a permanent stay. However that provision was removed with the recent modifications and amendments of the Act (OG 2011-2013 [OG 74/2013]). In order to obtain permanent residence in Croatia, foreigners must know the Croatian language and the Latin script (proved by a certificate issued from certified higher education institutions, secondary schools or institutions for adult education), and the Croatian culture and social system. The latter is proved by completing a questionnaire during the procedure of approving a permanent stay (cf. Sajfert 2013). A person who proves that he/she knows the Croatian culture and social system (by filling out the questionnaire) does not have to take the Croatian language and Latin script exam. Persons exempt from taking the Croatian language and Latin script exam and from filling out the Croatian culture and social system questionnaire are pre-schoolers, attendants or persons who have finished primary, secondary or higher education in Croatia and persons over the age of 65 who are not employed (OG 2011-2013 [OG 74/2013]: art. 97, amended text). The Croatian Citizenship Act (OG 2011) however still prescribes the need to pass the Croatian language and Latin script exam, but excludes elderly persons, returnees (mainly ethnic Serbs and Bosniaks) and ethnic Croats living abroad, together with some other categories of applicants (cf. Sajfert 2013). The cost of the test (around 120-130 €) is covered by the applicant him-/herself.

<sup>6</sup> These courses were held at Croaticum–The Centre for Croatian as a Second and Foreign Language; see <http://croaticum.ffzg.unizg.hr/eng/ocroaticumu.html> [Accessed 18 October 2013].

<sup>7</sup> It is important to note that the CES is envisaged as a competent authority in the Action Plan (Croatia 2013) for measures concerning employment. MICs are not mentioned specifically and links to their sites are no longer directly accessible from the main CES website: <http://www.hzz.hr/> [Accessed 18 October 2013].

[Accessed 22 October 2013]). The aforementioned activities targeted the media, local government representatives and the local population. Besides the Ministry of the Interior, most of these activities involved representatives of non-governmental organisations that deal with asylum issues in Croatia and were supported by the UNHCR office in Croatia.

Finally, it is important to note that there are no state-organised pre-departure trainings for migrants to Croatia and there are no bilateral agreements on the provision of pre-departure training.

### 3. Engagement of Non-State Actors

When it comes to the engagement of non-state actors, there are several relevant actions and initiatives focusing on the integration of immigrants. However, they are implemented by non-migrant civil society organisations and primarily target asylum seekers, refugees and subsidiary protection beneficiaries. The Centre for Peace Studies (CPS) (<http://www.cms.hr>) is very active with respect to asylum issues in Croatia. It organises Croatian language lessons for asylum seekers, asylum grantees and persons under subsidiary protection. Furthermore, CPS volunteers help asylum and subsidiary protection grantees with everyday contacts with state institutions and with general adaptation to their new environment. CPS also (co)organises many events that aim to publicly address asylum issues in Croatia.<sup>8</sup> In addition, since February 2013 CPS has also been offering legal advice on discrimination and/or status issues, together with the Legal Clinic (Zagreb Faculty of Law).

The Croatian Law Centre ([www.hpc.hr](http://www.hpc.hr)) provides free legal aid to asylum seekers, trafficking victims and disabled persons through different projects. In the area of asylum, their activities also include advocating for higher standards of protection, monitoring the conduct of police officers who deal with irregular migrants and implementing training programmes for police officers regarding the protection of human rights of irregular migrants and access to the asylum system (<http://www.hpc.hr/news.aspx?newsID=15&pageID=41> [Accessed 23 October 2013]).

The Croatian Red Cross (<http://www.hck.hr/en>), “in cooperation with state institutions, offers assistance to refugees, asylum seekers, and other migrants in need as well as to victims of human trafficking” (<http://www.hck.hr/en/category/-asylum-and-migration-65> [Accessed 23 October 2013]). Their activities include providing psychosocial assistance to asylum seekers and “assistance to persons who were granted asylum or who are under subsidiary protection during the process of their integration into society and the local community” (<http://www.hck.hr/en/category/-asylum-and-migration-65> [Accessed 23 October 2013]). The Croatian Red Cross regularly organises workshops and educational and sporting activities in reception centres for asylum seekers, which include Croatian language and cultural orientation seminars.

In general, the objectives of non-state actors’ engagement are to provide services and various forms of assistance, primarily to asylum seekers, refugees and persons under subsidiary protection: e.g. to help with learning the language and cultural orientation, to provide assistance contacting state institutions and dealing with their bureaucracy, and to provide psychological help, legal advice etc. Civil society organisations’ initiatives and activities supplement state actors’ aims relating to integration for migrants seeking (asylum) and are sometimes implemented in partnership with state institutions: e.g. with the Ministry of the Interior or with reception centres for asylum seekers in Kutina and Zagreb in the case of educational programmes, sporting events and psychosocial support. The Action Plan specifically states that the role of civil society organisations “is particularly important in terms of providing assistance to refugees and subsidiary protection beneficiaries of different cultural and religious affiliations” (Croatia 2013: 4).

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<sup>8</sup> For more details see: <http://www.cms.hr/azil/o-programu-azila-english-version-below> [Accessed 23 October 2013]; a recent project description on: [http://ec.europa.eu/ewsi/en/practice/details.cfm?ID\\_ITEMS=37533](http://ec.europa.eu/ewsi/en/practice/details.cfm?ID_ITEMS=37533) [Accessed 23 October 2013]).

Finally, when it comes to evaluating the role of non-state actors in immigrant integration, it is important to note that there are no traditional immigrant associations in Croatia. There are, however, national minorities' organisations aimed at political representation and the protection of minorities' political rights (e.g. through national minority Councils), the preservation of identity, language, cultural heritage and tradition (e.g. through cultural and folklore associations) or the promotion of social interaction (e.g. through sports). The Croatian Constitution recognises 22 national minorities: "Serbs, Czechs, Slovaks, Italians, Hungarians, Jews, Germans, Austrians, Ukrainians, Rusyns, Bosniaks, Slovenians, Montenegrins, Macedonians, Russians, Bulgarians, Poles, Roma, Romanians, Turks, Vlachs and Albanians, who are guaranteed equality with citizens of Croatian nationality and the exercise of their national rights" (OG 2001-2010 [consolidated text]: 2). Recently-arrived migrants (e.g. from ex-Yugoslav states) can become members of existing organisations even if they primarily target Croatian citizens who are members of a national minority and are not specifically focused on immigrant integration.<sup>9</sup>

#### 4. Implementation of the Policy Framework – a Short Assessment

The majority of recent reports dealing with asylum issues in Croatia in past years were critical of the system in terms of its integration practices and (undeveloped) policies. For example, Bužinkić and Kranjec (2012) and Zdravković (2012) criticised the Ministry of Science, Education and Sports for not implementing a curriculum of Croatian language for persons above 15 years of age and for not organising language courses. The ECRI Report on Croatia (ECRI 2012) was critical of inadequate housing policies, while Šelo Šabić, Čvrljak, and Baričević (2011: 5) criticised the asylum system for general institutional dispersion, "inadequate information sharing and *ad hoc* solutions". However, for the first time, a governmental agency (the Office for Human Rights and the Rights of National Minorities of the Government of the Republic of Croatia) is assuming the role of the chief coordinator of activities in the field of integration (and also serving as a National Contact Point on Integration), possibly securing a greater level of future coordination among different stakeholders and more efficiency in inter-agency cooperation and policy implementation.

On the other hand, civil society organisation and scientific institution representatives are now actively involved as members of the Working Group of the Standing Committee for the Implementation of the Integration of Foreigners into Croatian Society (appointed in April 2013), which is in charge of the operational implementation of planned tasks (Croatia 2013: 3). This fact might secure an increased level of future policy implementation, including transparency and a bottom-up approach to modifying existing measures or devising new ones. However, since the appointed bodies and policy measures (discussed above) are relatively recent, it is impossible to critically assess their functionality and implementation level at this point; most of the measures are underway or planned for the upcoming period.<sup>10</sup> Generally, given the fact that most of the current measures target

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<sup>9</sup> Chinese migrants in Croatia are in a different position, due to their cultural and linguistic differences and relatively recent immigration. Activities facilitating their integration are the product of *ad hoc* measures and circumstances and not the result of an organised endeavour. For example, in contacting the state authorities, solving administrative and legal affairs or establishing businesses, Chinese immigrants rely mostly on informal channels of family and friends, and sometimes on their Croatian employees. In addition, some Chinese migrants first resided in Serbia or Bosnia and Herzegovina, which also facilitates their integration. According to statistics of the Ministry of the Interior, the number of Chinese citizens in Croatia in 2012 was 913 and they were the 8<sup>th</sup> most numerous migrant group in Croatia; see: <http://www.mup.hr/10.aspx> [Accessed 24 October 2013].

<sup>10</sup> Nevertheless, it is important to note that one of the agencies involved in providing accommodation and housing for refugees and subsidiary protection beneficiaries (the Government Asset Management Agency) has been abolished in the meantime and succeeded by another institution. It remains to be seen how the cooperation of a new institution with the Ministry of Social Policy and Youth will be affected by the restructuring.

asylum seekers, refugees (or asylum grantees) and subsidiary protection beneficiaries, it will be necessary to develop new integration measures or extend the applicability of existing ones for different categories of migrants to be in line with the envisaged future role of Croatia as an immigration country (e.g. Croatia 2013: 13), and to shift the focus of the existing Migration Policy (OG 2013) from security issues to social and cultural effects.<sup>11</sup>

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<sup>11</sup> Actors and policies were identified primarily by relying on documentary data, including the analysis of information available on relevant websites, and during informal interviews with experts in the field. Part of the information was obtained during the course of research for the project *Transnational Migration: Challenges to Croatian Society* (MZOS, Institute for Migration and Ethnic Studies, Zagreb, 2007-2013), specifically on transnational social spaces of migrant/minority groups in Croatia (Albanian, Bosniak and Chinese, cf. Božić and Kuti 2012).

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## Appendix A. Selection of Relevant Websites

*Croatian Bureau of Statistics*, Annual migration statistics and Census data:

[http://www.dzs.hr/default\\_e.htm](http://www.dzs.hr/default_e.htm)

*Ministry of Foreign and European Affairs*, Overview of Bilateral Treaties of the Republic of Croatia by Country:

<http://www.mvep.hr/en/foreign-politics/bilateral-relations/overview-by-country/>

*Ministry of the Interior*, Overview of security indicators including asylum and immigration statistics:

<http://www.mup.hr/10.aspx> (in Croatian only)

*Office for Human Rights and the Rights of National Minorities of the Government of the Republic of Croatia*:

<http://www.uljppnm.vlada.hr/> (in Croatian only)

*Official Gazette of the Republic of Croatia (Narodne novine)*, International Treaties:

<http://narodne-novine.nn.hr/medunarodni/default.aspx> (in Croatian only)

*Official Gazette of the Republic of Croatia (Narodne novine)*, Laws, policies and regulations:

<http://narodne-novine.nn.hr/default.aspx> (in Croatian only)

## Appendix B. List of Relevant International Agreements with Impacts on Integration

- Bilateral agreements on social insurance (<http://www.mirovinsko.hr/?id=4>, CRO only): Australia (Official Gazette [OG] 2/2004), Bosnia and Herzegovina (OG 3/2001), Canada (OG 16/1998), the Canadian province of Quebec (OG 10/2000), Macedonia (OG 16/1997), Norway (OG FPRJ, 22/1975), Serbia and Montenegro (as FR Yugoslavia, OG 14/2001), Switzerland (OG 14/1996), Turkey (OG 4/2007).<sup>12</sup>
- Bilateral agreements on mutual legal assistance or aid in civil and/or criminal and/or commercial matters guaranteeing the nationals of the contracting parties the same rights in proceedings before the courts and free access to the courts of another Contracting Party under the same conditions as its nationals: Bosnia and Herzegovina (OG 12/1996, 5/2003), Macedonia (OG 3/1995), Slovenia (OG 3/1994), Turkey (OG 15/2000) and Yugoslavia (succeeded by Serbia, OG 6/1998).
- Bilateral agreements on avoidance of double taxation – Tax Administration (list of countries and agreements):  
<http://www.porezna-uprava.hr/bi/Stranice/Dvostruko-oporezivanje.aspx> (in Croatian with more details and up-to-date);  
[http://www.porezna-uprava.hr/en/EN\\_porezni\\_sustav/Stranice/double\\_taxation.aspx](http://www.porezna-uprava.hr/en/EN_porezni_sustav/Stranice/double_taxation.aspx) (in English).
- Bilateral agreement on dual citizenship: *Agreement between the Republic of Croatia, and Bosnia and Herzegovina on Dual Citizenship* (OG 9/2007; effective since 28 February 2012).

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<sup>12</sup> According to the Croatian Pension Insurance Institute (<http://www.mirovinsko.hr/?id=4> [Accessed 24 October 2013]), negotiations on bilateral agreements on social security with Argentina, Chile, Montenegro, New Zealand and Serbia are underway. According to the Ministry of Foreign and European Affairs (<http://www.mvep.hr/en/foreign-politics/bilateral-relations/overview-by-country> [Accessed 24 October 2013]) a bilateral agreement on social security with Montenegro was concluded on 24 July 2013, but has not entered into force. From 1 July 2013, or from the date of Croatian accession to the European Union, bilateral agreements with EU member states have been replaced by legal regulations on the coordination of social security systems (<http://www.mirovinsko.hr/?id=4>).