

The Government of the Republic of Croatia

**National Strategy for Equalization of Opportunities for
Persons with Disabilities 2017 - 2020**

April 2017

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ABBREVIATIONS

ASOO	The Agency for Vocational Education and Adult Training
AZOO	Education and Teacher Training Agency
CPR	Centre for Professional Rehabilitation
CZR	Centre for Rehabilitation
DIP	State Electoral Commission of the Republic of Croatia
DP	State Budget
DŠJU	National School for Public Administration
DUUDI	State Property Management Office
DUZS	National Protection and Rescue Directorate
DZIV	State Intellectual Property Office
EFRR	European Regional Development Fund
ERF	Faculty of Education and Rehabilitation Sciences
ESF	European Social Fund
ESIF	European Structural and Investment Funds
HAKOM	Croatian Regulatory Authority for Network Industries
HAVC	Croatian Audiovisual Centre
HLZ	Croatian Medical Association
HPO	Croatian Paralympic Committee
HRVI	Croatian Homeland War Veteran Invalids
HSSG	Croatian Deaf Sports Association
HŠSS	Croatian School Sport Federation
HTZ	Croatian National Tourist Board
HZJZ	Croatian Institute of Public Health
HZMO	Croatian Pension Insurance Institute
HZZ	Croatian Employment Service
HZZO	Croatian Health Insurance Fund
ICT	Information and Communication Technology
LRGU	Units of Local and Regional Government
LGU	Local Government Units
RGU	Units of regional government
CRPD	UN Convention on the Rights of Persons with Disabilities
MDI	Ministry of State Property
MF	Ministry of Finance
MGIPU	Ministry of Construction and Physical Planning
MHB	Ministry of Croatian Veterans
MGPO	Ministry of Economy, Entrepreneurship and Crafts
MK	Ministry of Culture
MSTI	Ministry of the Sea, Transport and Infrastructure
MP	Ministry of Justice
MRMS	Ministry of Labour and Pension System
MDOMSP	Ministry for Demography, Family, Youth and Social Policy
MT	Ministry of Tourism
MU	Ministry of Public Administration
MUP	Ministry of the Interior
MVEP	Minister of Foreign and European Affairs
MZ	Ministry of Health
MZO	Ministry of Science and Technology
NCVVO	National Centre for External Evaluation of Education

NZRCD	National Foundation for Civil Society Development
CSO	Civil Society Organizations
SAO	State's Attorney Office
MC	Municipal Court
PVRHOSI Disabilities	Committee of the Government of the Republic of Croatia for Persons with Disabilities
SDUŠ	Central State Office for Sports
SAB	State Administration Bodies
ULJPPNM	Office for Human Rights and Rights of National Minorities of the Government of the Republic of Croatia
URSVRH	Office for Gender Equality of the Government of the Republic of Croatia
UZUVRH	Government Office for Cooperation with NGOs
GRC	Government of the Republic of Croatia
ZVPRZOSI with Disabilities	Department for Expertise, Vocational Rehabilitation and Employment of Persons with Disabilities
CSAO	County State's Attorney Office
CC	County Court

General

The Republic of Croatia, as a member of the United Nations, the European Union, and the Council of Europe, and a signatory to all key conventions and standards in the area of social and economic security of citizens, has undertaken the obligation to protect and promote the human rights of persons with disabilities in order for them to equally participate in civil, social and cultural areas of life. The Republic of Croatia, as the third country in the world, confirmed its commitment to full realization of all basic human rights of persons with disabilities, by signing the United Nations Convention on the Rights of Persons with Disabilities in 2007, demonstrating that it wants to pursue the path of progress, while completely respecting the principles of the Convention and the rights of people with disabilities.

In the Republic of Croatia, in February 2016, according to the data of the Croatian Registry for Persons with Disabilities, data was collected for 511 194 persons with disabilities, accounting for 11.9% of the total population. 203 606 were female (39.8%) and 307 588 (60.2%) were male. Data on 35 367 children with more severe disabilities (6.9%) was recorded in the Registry, of which 13 334 (38%) were girls and 22 033 were boys (62%).

By adopting the National Strategy of the Unique Policy for the Disabled 2003 - 2006 and the National Strategy for Equalization of Opportunities for Persons with Disabilities 2007 - 2015, the Government of the Republic of Croatia has shown its commitment to ongoing efforts when creating a multi-sectoral policy on promoting the rights of persons with disabilities.

In the eight-year period of conducting the most important national document for persons with disabilities - *the National Strategy for Equalization of Opportunities for Persons with Disabilities 2007 -- 2015*, in the area of protection of rights of people with disabilities, significant results were achieved, which was recognized by the UN Committee on the Rights of Persons with Disabilities, and it praised the Republic of Croatia on numerous achievements. Legislative regulations have been continuously improved, and we emphasize as significant the following legal amendments for persons with disabilities:

- By changing the electoral legislation and by adopting a new Act on the Voter Registry (2012), persons deprived of legal capacity have been allowed to enrol in the voter registry and to exercise their right to vote, which enables them to participate in political life.
- The new Social Welfare Act (2013) has laid the foundations for transformation of institutions and deinstitutionalisation of users, more effective control of the quality of services provided and faster development of various community services networks in cooperation with other stakeholders.
- The Family Act adopted in 2014¹ prescribed for the first time the obligation of partial deprivation of legal capacity as a rule, and only in areas in which it is necessary to protect the rights of the wards, and the institute of complete deprivation of legal capacity has been entirely abandoned. It was also made possible to appoint more than one person as a guardian, as well as appointing a deputy guardian to prevent "delays" in performing the guardian work in cases of the guardian's absence. The legal obligation to respect the wishes of the ward has been introduced and every person is enabled to, at the time of existence of legal capacity, to nominate a person they prefer as guardian. In the five-year period from the adoption of the Act, an audit of all existing solutions on the complete deprivation of the person with disabilities' legal capacity to function shall be carried out, as well as the abolition of the complete deprivation of legal capacity and enabling persons with disabilities to be equally

¹ The law has been suspended by the Constitutional Court because it has been shown that some of its provisions are not sufficiently standardized.

recognized as persons before the law. The same provisions have been laid down in the Family Act of 2015 (Official Gazette No. 103/15).

- The new Act on the Protection of Persons with Mental Disorders (2014) increased the supervision over the process of forced accommodation of a person with mental disorders and strengthened the powers of the ombudswoman for persons with disabilities in the process.
- The Unique Body of Expertise Act (2013) made the process of expertise more transparent and efficient. By introducing of a new expert evaluation system, a major step forward has been made in the efforts to equalize the criteria in the expert evaluation procedure and to facilitate the exercise of rights to beneficiaries on grounds of disability, by using a single finding and opinion to exercise their rights in almost all systems.
- The new Vocational Rehabilitation and Employment of Disabled Persons Act (2013) introduced a unique framework for the implementation of professional rehabilitation in a systematic manner, following a model ensuring uniform standards, benchmarks and methodologies for the implementation of vocational rehabilitation in the Republic of Croatia, and it also introduced employment quotas for persons with disabilities for all employers.
- By adopting the Law on the Croatian Sign Language and Other Communication Systems of Deaf and Deafblind Persons in the Republic of Croatia (2015), the mentioned persons' right to use sign language in all areas of life was recognized.
- By-laws were adopted in the area of education, in order to increase the availability of regular education for children with disabilities, and a significant number of teaching assistants was introduced.
- The Strategy for Lifelong Vocational Guidance and Career Development in the Republic of Croatia 2016-2020 was adopted, which, among other things, aims to improve the vocational guidance system for disadvantaged students and people with disabilities.
- In order to intensify the process of deinstitutionalisation and transformation of social welfare homes, the Operational Plan for the Deinstitutionalisation and Transformation of Social Welfare Homes and Other Legal Entities Performing Social Welfare Activities in the Republic of Croatia 2014-2016 was adopted in June 2014.
- A variety of community services was developed, which are extremely important for the process of deinstitutionalisation and transformation of social welfare homes: assisted living support services, personal assistant services, sign language interpreters and seeing assistants for blind persons, teaching assistants service, and early intervention services for children with disabilities.

Today, we can truly claim that, in the area of equalization of opportunities for persons with disabilities, significant improvements have been made, which the UN Convention on the Rights of Persons with Disabilities places before its parties, in particular when it comes to awareness of the needs of people with disabilities and the obligations of the country with regards to that. When creating policies, the role of civil society organizations of persons with disabilities is extremely important, as they are recognized as very productive and valuable partners and active stakeholders in creating policies.

We are aware that there is still a large number of activities in front of us, related to better access to healthcare, cultural, tourism, transport and all other areas of life, in order to enable persons with disabilities to exercise all rights based on the Convention. Therefore, life in a family and local community with affordable services and greater employability of people with disabilities is the fundamental aim of this new national strategic document for people with disabilities.

International framework

Since 2013, the Republic of Croatia, as a full member of the European Union, has continued to develop a policy for people with disabilities at national level, while respecting contemporary

international standards as a framework for further development of the rights of persons with disabilities by removing everyday obstacles in their lives.

Croatia ratified the Convention on the Rights of Persons with Disabilities of the United Nations², which was the foundation for adopting the National Strategy for Equalization of Opportunities for Persons with Disabilities 2007 - 2015, in 2008.

The Republic of Croatia, as a signatory to the Convention on the Rights of Persons with Disabilities, submitted to the UN Committee on the Rights of Persons with Disabilities an Initial Report on the Implementation of the Convention on all activities aimed at persons with disabilities in 2011. On the basis on the consideration of the Initial Report, the UN Committee on the Rights of Persons with Disabilities addressed additional questions to the Republic of Croatia for which a response was drafted in November 2014. A Delegation of the Republic of Croatia presented the Initial Report on the Implementation of the Convention on the Rights of Persons with Disabilities in coordination with the former Ministry of Social Policy and Youth on 30th and 31st March 2015 before the UN Committee on the Rights of Persons with Disabilities in Geneva. Members of the delegation were representatives of the Ministry of Foreign Affairs and European Affairs, Ministry of Science, Education and Sports, Ministry of Health, Ministry of the Interior, Ministry of Justice, Ministry of Administration, Ministry of Labour and Pension System, Ministry of Maritime Affairs, Transport and Infrastructure, Ministry of Construction and Physical Planning, The Ministry of Croatian Veterans, the Ministry of Social Policy and Youth, the Office for Human Rights and Rights of National Minorities of the Government of the Republic of Croatia, Government Office for Cooperation with NGOs, Croatian Institute of Public Health, Croatian Health Insurance Fund, Department for Expertise, Vocational Rehabilitation and Employment of Persons with Disabilities. In a very open dialogue, the members of the Committee and members of the delegation discussed a number of problems still facing the Republic of Croatia, but also pointed out Croatia's achieved progress. Through an interactive dialogue, the members of the Committee congratulated the Republic of Croatia on the early signing of the Convention and visible progress in various areas, such as employment, the right to vote for people with disabilities who were completely deprived of their legal capacity, the process of deinstitutionalisation, and the fact that disability benefits were not reduced, despite the savings measures resulting from the financial crisis.

² Adopted in conjunction with the Optional Protocol at the General Assembly of the United Nations, 13th December 2006.

We point out the following other significant international documents for people with disabilities:

- **United Nations Declaration on the Rights of Persons with Disabilities**
 - provides people with disabilities with all rights as other citizens without any discrimination and full human dignity with the recognition of special rights
 - **UN Standard Rules on Equalization of Opportunities for Persons with Disabilities**
 - state that, for the purpose of achieving equal opportunities, persons with disabilities require assistance to assume the full responsibility as members of the community, which implies providing support in accordance with the individual needs of each community service user in the community
- **The European Social Charter**
 - emphasizes the right to education, rehabilitation and employment irrespective of the nature and origin of the disability
- **European Strategy for People with Disabilities 2010 - 2020**
 - provides a framework for action at a European level, supports actions of EU Member States and promotes the overall goal of implementation of the UN Convention on the Rights of Persons with Disabilities
- **Sustainable Development Programme up to 2030**
 - adopted with the aim of eradicating poverty, combating inequality and injustice, and addressing climate change issues,
- **Directive (EU) 2016/2102 of the European Parliament and Council of 26th October 2016 on access to Internet websites and mobile applications of the public-sector bodies**
 - determines accessibility requirements for internet websites and mobile applications of public sector bodies which they shall apply in the extent in which they do not impose a disproportionate burden
- **European Strategy for People with Disabilities 2017-2023**
 - determines the priority areas of the Council of Europe in this area for the period from 2017 to 2020.

National Framework

The National Strategy for Equalization of Opportunities for Persons with Disabilities from 2017 to 2020 (hereinafter: the National Strategy) is a strategic document which directs the implementation of the policy towards persons with disabilities in the Republic of Croatia, which in that manner acts as the implementing document of the Convention on the Rights of Persons with Disabilities.

The practice of introducing international standards into national documents continues with this National Strategy, for whose coordination the Ministry for Demography, Family, Youth and Social Policy is competent, with the aim of linking activities across different sectors and at different levels, and continuous monitoring of implementation. The aim of the National Strategy is to make Croatian society as sensitive and adapted as possible to the necessary changes in favour of equalizing the opportunities of persons with disabilities, i.e. to create conditions for their active inclusion and equal participation in society through the prevention of any discrimination and the strengthening of all forms of social solidarity.

At the national level is also the Commission of the Government of the Republic of Croatia for Disabled People, whose members are also representatives of national alliances of persons with disabilities, which also monitors the implementation of the commitments undertaken in accordance with the Convention on the Rights of Persons with Disabilities. For the purpose of promoting and protecting the rights of persons with disabilities and monitoring and supervising

the implementation of the Convention, the Office of the Ombudswoman for Persons with Disabilities also operates. In addition to these bodies, civil society organizations are also responsible for monitoring, in particular associations of persons with disabilities, for which the Republic of Croatia, via tenders for programs and projects, provides funding for work and activities.

As already pointed out, the legislation has been constantly improving. In addition to further improving the legislative framework, a major challenge is the continuation of the process of transformation and deinstitutionalisation of homes into community service providers and the development of community-based services, taking into account regional equality, with the aim of meeting the needs of persons with disabilities and preventing institutionalization.

Based on the annual reports on the results of the implementation of the National Strategy for Equalization of Opportunities for Persons with Disabilities from 2007 to 2015, available on the official website of the Ministry for Demography, Family, Youth and Social Policy, it may be estimated that significant progress has been made in all areas, by carrying out a series of activities that contribute to improving the quality of life of people with disabilities. Part of the measures, defined by the National Strategy with a set deadline, has been fully implemented, e.g. changes to the electoral legislation and the introduction of a single body of expertise, while for most measures, the implementation deadline is ongoing and monitored. The strengthening of all stakeholders in the implementation of the Convention on the Rights of Persons with Disabilities using effective vertical and horizontal coordination at all levels, and using all available resources, is considered to be extremely important.

With the aim of improvement and a better horizontal and vertical coordination through the implementation of the measures of the National Strategy for Equalization of Opportunities for Persons with Disabilities 2007 - 2015, as well as reporting on its implementation, the former Ministry of Family, Veterans and Intergenerational Solidarity, in cooperation with the United Nations Development Programme, during 2009, 2010 and 2011 implemented in Croatia the project "Supporting the Implementation of Mechanisms of Monitoring and Evaluating of Measures of the National Strategy for Equalization of Opportunities for Persons with Disabilities 2007 - 2015". In 2009, an *Analysis of the document "National Strategy for Equalization of Opportunities for Persons with Disabilities 2007 - 2015"* was created for the purpose of the project task of support in the implementation of the mechanisms for monitoring and evaluation of the implementation of measures envisaged by the National Strategy, identifying the challenges of improving implementation monitoring mechanisms. Furthermore, new instruments for improving implementation and monitoring (Implementation Monitoring Framework and forms for preparing reports on the implementation of measures) were developed, and existing ones were improved; consultation-educational workshops were held, which included lead partners and partners of measures at all levels (national, regional and local), representatives of state administration offices and family centres and representatives of associations of persons with disabilities. Also, the *Analysis of Implementation of the UN Convention on the Rights of Persons with Disabilities in Croatia* and the *Analysis of Gaps in the Implementation of the UN Convention on the Rights of Persons with Disabilities* were created, with a view of implementing the Convention as much as possible into national strategic documents and legislation. Everything that has been achieved so far points to the need to adopt a new national strategy and the implementation of a large number of activities for the purpose of further implementation of the Convention on the Rights of Persons with Disabilities in the Republic of Croatia.

Aware of the importance of good coordination of all processes, but also of the need for harmonized legislation as a precondition for the efficiency of the process, the Republic of

Croatia has adopted more laws in the past period, in order to ensure greater and better access to material and social services to citizens.

Further to the existing legislation, as well as the current implementation and results of the National Strategy for Equalization of Opportunities for Persons with Disabilities 2007 - 2015, the Government of the Republic of Croatia issues a new document - the National Strategy for Equalization of Opportunities for Persons with Disabilities 2017 - 2020 (Hereinafter referred to as the National Strategy) with the aim of progress and further promotion of the rights of persons with disabilities and children with disabilities. The creation of a comprehensive domestic legal framework presupposes the continuous monitoring of the development of international standards in order to ensure the highest level of contemporary protection for persons with disabilities, acknowledgment of all rights and their exercising without discrimination. The National Strategy's task is to harmonize all policies in the area of promotion of the rights of persons with disabilities to globally attained standards, but also to all trends aimed at making all areas of life and activities open and accessible to people with disabilities, respecting the principles of universal design and reasonable accommodation.

AREA OF ACTIVITIES

1. FAMILY

Taking into account the fact that every person has the right to family and community life, great attention should be paid to supporting parenthood, as well as the family as a whole. Families of persons with disabilities face different challenges and it is important to ensure material and psychological support, starting with dealing with the diagnoses and changes that disabilities bring to the whole family. Also, in society there are still attitudes that people with disabilities do not have the ability to marry, the right to free choice of a partner or the right to freely make decisions about childbirth. It is therefore important to take all measures to combat this type of discrimination and to provide people with disabilities the right to establish close relationships, marriage, being parents and to protection of reproductive health. Through social welfare institutions (social welfare centres, community service centres, social welfare homes, family centres), a wide range of services aimed at improving the quality of life of the family is provided, including providing counselling and professional assistance to families with disabilities. Apart from community services provided by social welfare institutions and homes that are starting to be transformed into community support centres, civil society organizations play a large role by, in partnership with government bodies and local and regional government units, conduct numerous programmes aimed at supporting the family and promoting children's rights.

The Ministry for Demography, Family, Youth and Social Policy is increasingly focusing on the development of familial forms of care and the development of community support services. Accommodation of persons with disabilities in social welfare institutions should be an exception and be used only in situations where this is necessary. Instead of an institution, and in cases where familial care for children with disabilities is not possible, the most appropriate replacement form is foster care. In a foster family, children are allowed to grow up, develop, and experience life in a family environment, but it is also important that children are not fostered outside their local environment, because in cases of the child's going away to areas that are far away, there is a risk of reducing the frequency of the child's contacts with the biological family.

Achievements summary for 2007-2015

- The former Ministry of Family, Veterans and Intergenerational Solidarity, during 2011, in cooperation with prof. Daniela Bratković, PhD, from the Faculty of Education and Rehabilitation Sciences at the University of Zagreb conducted training of experts in family centres entitled "*Providing support to young and adult persons with disabilities in the realization of sexual and reproductive rights and roles*". The objectives of the implementation of this training were to: educate family centre staff for providing expert counselling in this area, educate children with disabilities and young persons with disabilities for partner and family roles, develop awareness on the need for lifelong learning for the role of a competent parent, and provide access to information for children with disabilities, young people and adults with disabilities and their families. Furthermore, the Ministry printed the manual "*Support to persons with intellectual and other developmental difficulties in the realization of partnerships, parenting and other rights in the field of sexuality*" by author prof. Daniela Bratković, PhD.
- In August 2011, a new Foster Care Act came into force (Official Gazette Nos 90/11 and 78/12), which regulates the conditions to be fulfilled by the foster family, the manner of performing and cessation of foster care, and other issues related to foster care. Its amendments in 2012 created the preconditions for further development of foster care in the Republic of Croatia, thus the realization of the right to family care to one of the most

vulnerable groups of children, neglected and abused children. Also, this group of children was enabled to receive care in foster families after completing their education and coming of age for one year after completing their education. Furthermore, the procedure for issuing a foster home permit has been simplified, the contents of training of foster parents have been improved and specialized foster care users were defined more precisely (children and young people with behavioural problems that are frequent and more intense, roughly neglected and abused children, children with severe or multiple disabilities, HIV positive children and young people, and parents with a child that was estimated have joint accommodation in a specialized foster family in its best interests).

- The former Ministry of Social Policy and Youth, within Component I of the Instrument for Pre-Accession Assistance (IPA) - Assistance in Transition and Institution Building, and in cooperation with the Vienna Youth and Family Office and the Federal Ministry of the Economy, Family and Youth of the Republic of Austria during 2013 implemented the Twinning light project "Improving Foster Care for Children and Youth in the Republic of Croatia". The Report contains recommendations for improving national documents in the area of foster care, handbooks for foster families and a handbook for foster children, leaflets for the public and web pages for foster families.
- In 2013, the former Ministry of Social Policy and Youth, in cooperation with an external expert, held 7 regional workshops for child foster care workers and foster care professionals who also conducted foster care tasks and on which the education of foster families was carried out.
- In July 2015, the former Ministry of Social Policy and Youth drafted an analysis of foster care for children in the Republic of Croatia in order to determine the situation in the area of foster care, with special reference to numerical data on relatives and non-relative foster families, free capacities in non-relative foster families, reasons for vacancy of free capacities and the reasons for child fostering. The aim of the Child Fostering Analysis was to define the proposals for further improvement of foster care in the Republic of Croatia, with an emphasis on the establishment of implementation of certain activities (e.g. campaign for foster care in cooperation with the Ministry of Social Policy and Youth and UNICEF on the basis of the 2-year cooperation plan, conducting of it at local levels with specific goals related to the characteristics of particular local / regional areas, education of professionals, foster education and other).

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Recommendation of the Committee is that the State Party should take legal and practical steps to ensure that persons with disabilities can realize their parental rights and adopt children the same as the others. It also recommends that the signatory provides accessible information on sexual and reproductive rights to all persons with disabilities and to ensure access to adoption and community support services for parents with disabilities.

Objectives and Expected Results 2017-2020

- Strengthening the awareness of society about the rights of people with disabilities to partnership, marriage, parenting and family.
- Strengthening awareness for the need to respect the right to a family life and the importance of a quality family life for children with developmental difficulties and persons with disabilities .
- Providing accessible information on sexual and reproductive rights of all persons with disabilities in order to encourage the exercise of parental rights
- Secured and upgraded quality support services to enable people with disabilities to stay in their own family.
- Secured regional distribution of foster families.

- An increased number of specialized foster families for children with developmental disabilities.

Measure 1 Provide accessible information on sexual and reproductive rights to persons with disabilities in order to encourage the exercise of parental rights

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Deadlines/ Year	Initial data (in relation to which achievement shall be measured)
1. Provide information on sexual and reproductive rights to all persons with disabilities in order to encourage the realization of parental rights, in accessible form and appropriate to age (Braille, online pages accessible to all persons with disabilities, through lectures / workshops with provided translation into Croatian sign language)	- the number of lectures / workshops held and the number of persons with disabilities who attended lectures / workshops - the number of people to whom the materials were distributed	Lead partners: MDOMSP, MZ, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities Partners: HZJZ, ERF, social welfare institutions	funds were secured in SB 2017-2019 under heading 102, A 558051 Affirmation of rights and policy improvement for persons with disabilities, account 38, in the amount of 10.000,00 HRK	continuous	Information on the sexual and reproductive rights of persons with disabilities is continuously ensured through various forms of support and counselling by professional workers from social welfare institutions, as well as through project activities of associations of persons with disabilities and associations, the programmes of which act in favor for persons with disabilities MDOMSP does not have numerical indicators in relation to this activity since it is a part of the regular work of the above-mentioned expert workers.
2. Provide for professionals working in marriage and family	- number of completed lectures - number of persons who	Lead partner: MDOMSP, associations of persons	funds were secured in SB 2017-2019	continuous	MDOMSP does not have the baseline data.

counselling centres, social welfare institutions, civil society organizations, as well as for parents of children with developmental disabilities, additional education on sexual and reproductive health	completed the lectures	with disabilities and associations, the programmes of which act in favor of persons with disabilities Partners: HZJZ, MZ, ERF	under heading 102, A 792006 Implementation of national strategies and improvement of professional work in the social welfare system, account 32, in the amount of 10.000,00 HRK		
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Measure 2 Provide for easier adoption and fostering for people with disabilities

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. To further educate experts involved in the adoption and fostering process of the need to place persons with disabilities in an equal parental position with other adopters and foster parents in the process of adoption and fostering of a child	- number of additionally educated experts - number of lectures and educational workshops held - the number of persons with disabilities who have a permit to foster - the number of persons with disabilities who have adopted children	Lead partner: MDOMSP	funds were secured in SB 2017-2019 under heading 102, A 792006 Implementation of national strategies and improvement of professional work	continuous	Within the project "Informatization and Professional Education in Social Welfare Centres" in March and April 2016, 5 workshops were organized for expert workers of social welfare centres on the topic <i>Development of foster care and adoption as the best form of protection of rights and interests of</i>

			in the social welfare system, account 32, in the amount of 10.000,00 HRK		<i>children and young people without adequate parental care.</i>
2. To develop a specialized foster care service for children with developmental disabilities and to encourage adoption of children with developmental disabilities, focusing on the sensitization of experts, the public and potential foster parents and adopters on the importance of homing and adopting children with developmental disabilities	<ul style="list-style-type: none"> - the number of regional workshops carried out and the number of experts participating in them - the number of specialized foster parents - the number of children with developmental disabilities adopted during the calendar year - the number of children with developmental disabilities placed in a foster family during the calendar year 	Lead partner: MDOMSP Partner: UNICEF	funds from the state budget within the regular activity	continuous	<p>In 2015, 126 children were adopted, out of which 13 were children with developmental disabilities. The total number of children for assumed adoption on 31 December 2015 was 344 out of which 153 were children with developmental disabilities.</p> <p>In 2015, there were 282 children with developmental disabilities in foster families, with 39 children placed in foster families outside their place of residence because their special programme education could not be provided at their place of residence, and with 10 children temporarily placed in foster families due to conducting shorter rehabilitation procedures.</p>

2. LIFE IN THE COMMUNITY

The Republic of Croatia, with the purpose of improving the social, educational, cultural, material and other conditions for the continuing well-being of children with developmental disabilities and persons with disabilities, especially those located in social welfare homes, is carrying out a series of measures aimed at their inclusion in the community. To this end, it promotes, coordinates, monitors and supervises the development of services and carries out measures aimed at deinstitutionalization of users and community-based decentralization of services targeted at all user groups in accordance with regulations as well as national and international documents. Although institutional care is still the most common form of outside of the family care for children in most European countries and even in Croatia, further development follows the direction of deinstitutionalization, institutional care restructuring, and the strengthening of prevention and measures against separating children from biological families and the developing of alternative forms of care. The Republic of Croatia's commitment to the transformation and deinstitutionalization process is visible through the change of legal regulations and the adoption of strategic documents. The development of adequate community support services is of utmost importance for successful implementation of deinstitutionalisation policy and has been highlighted as one of the major areas of social planning at the national and local level.

Achievements summary for 2007-2015

- Plan of Deinstitutionalization and Transformation of Social Welfare Homes and Other Legal Entities Performing Social Welfare Activities in the Republic of Croatia 2011 -2016 was adopted in 2010 and following the aforementioned Plan, the Ministry of Social Policy and Youth issued on June 18, 2014 " *the Operational Plan of Deinstitutionalization and Transformation of Social Welfare Homes and Other Legal Entities Performing Social Welfare Activities in the Republic of Croatia 2014 - 2016*". With the implementation of the above mentioned Operational Plan, by the end of 2016, the transformation of 32 homes into community service providers in different counties is expected, in line with the needs of different user groups, the development of community support services with taking into account regional equality and deinstitutionalization of a total of 1,043 beneficiaries of the right to community life out of which 653 are children with developmental disabilities and adults with disabilities.
- From the beginning of the deinstitutionalisation process started in the Republic of Croatia in 1997, and more intensively implemented since 2012, a total of 951 beneficiaries (status as of 31 December 2015) were deinstitutionalized. The aforementioned users live with support in 257 housing communities, i.e. they are involved in an organized housing programme, significantly improving the quality of their lives. The total number of deinstitutionalized persons since the beginning of the deinstitutionalisation process is greater than the above (951) since deinstitutionalization, in addition to the service of organized housing, i.e. regionalization, includes the return to the biological family and accommodation in the foster family, and the mentioned data is being monitored since 2014. During 2014 and 2015, 175 people with disabilities returned to their biological family (mostly young people with disabilities after completing their education because of which they were placed in institutions / centres for upbringing and education) and 30 persons with disabilities were placed in foster families.
- With a view to further intensify these processes, the Republic of Croatia has provided funds from the European Social Fund and the European Regional Development Fund, through which 160,598,235.30 euros will be available.
- Through the social welfare institutions, a wide range of services aimed at improving the quality of family life is available, including providing counselling and professional

assistance. Also, projects of associations providing assistance services to persons with disabilities are very important, and they have been funded with the financial aid from the State Budget and partially of the income from games of chance since 2006. The Ministry of Social Policy and Youth, in order to ensure the sustainability of these services, in 2013, for the first time, approved three-year programs. The number of users has continuously been increasing, and in 2006 this service was provided to 78 users, while in 2012 there were 631 users involved. In order to increase the number and expand the circle of users to persons with intellectual and mental disabilities, in 2015, within the framework of *Human Resources Development Operational Programme 2007-2013a* tender "*Expanding Personal Assistance Services for Persons with Disabilities*" was called with funds from the European Social Fund. Through the aforementioned tender the service was provided for 509 beneficiaries, through projects of 51 associations. On March 31, 2016, personal assistance services were provided for a total of 1 153 persons.

- In 2008, the Ministry of Family, Veterans and Intergenerational Solidarity, in cooperation with deaf and hard of hearing persons associations, started providing the interpreter / translator of sign language, and in 2013 the Ministry of Social Policy and Youth extended the assistance service to blind people and was securing financial means for projects providing for the services of a seeing escort for blind persons who are dependent in movement.
- In order to increase the involvement of children with disabilities in a regular educational system, resources for teaching assistants are regularly allocated. In 2008 the Ministry of Family, Veterans and Intergenerational Solidarity started insuring assisting services for children with disabilities who are attending regular educational programs. The service was secured through a call for proposals for projects from associations dealing with problems and meeting the needs of people with disabilities by using financial resources from part of the income from games of chance. The number of associations as well as the number of users was continuously increasing (from one association and 5 children included in 2008 to 41 associations and 147 children included in 2013).
- In order to develop and ensure the accessibility of early diagnosis and intervention services for children with autistic spectrum disorders, an inter-disciplinary and transdisciplinary approach to providing support to children and families was initiated by establishing a unique support system for both children and families. For this purpose, in April 2014, a cooperation agreement was signed between the Ministry of Social Policy and Youth, Ministry of Health, Ministry of Science, Education and Sports and UNICEF for the implementation of the UNICEF technical assistance for the implementation of the project "Early Diagnostics and Intervention for Children With Autism Spectrum Disorder".

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Committee's recommendation to the signatory is to ensure the same protection of children with disabilities in child-related legislation, policies and measures, and strengthen its policy of deinstitutionalization of children with disabilities.

It is the Committee's recommendation that the State Party introduces a clear strategy for moratorium on new institution admissions and strengthens its efforts to provide families with psychological, financial and social services support.

The Committee recommends that all institutions for all persons with disabilities are included in the deinstitutionalisation process, as well as family homes for adults with disabilities. The Committee recommends the adoption of a legal framework enabling the right to personal assistants' services in the community and the initiation of a process whereby the local community and *mainstream* services become available to persons with disabilities.

The Committee recommends that a State Party takes measures to provide early intervention services to its children with disabilities.

Objectives and Expected Results 2017-2020

- Improved early intervention system for children with disabilities.
- The process of transformation of homes and deinstitutionalisation of users, children with developmental difficulties and adults with disabilities who are on long-term accommodation continued.
- Upgraded legislative and institutional framework for providing services that contribute to independent living.
- Expanded scope and quality of social services in the community.

Measure 1 Improve system scans, early diagnosis, and early intervention for children with developmental disabilities

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Create a National Framework for Early Screening and Early Diagnosis of Children with Autistic Spectrum Disorders	- A National Framework for Early Screening and Early Diagnosis of Children with Autistic Spectrum Disorders created	Lead partners: MDOMSP, MZ, MZO Partners: UNICEF, ERF, associations of people with disabilities	funds from the state budget within the regular activity	2017	National Framework for Early Screening and Early Diagnosis of Children with Autistic Spectrum Disorders does not exist.
2. Establish 5 regional centres for children with autistic spectrum disorders	- 5 regional centres for children with autistic spectrum disorders established	Lead partners: MDOMSP, MZ, MZO Partners: Associations of persons with disabilities	funds from the state budget within the regular activity	2017	Regional centres for early intervention of children with autistic spectrum disorders do not exist.
3. Create a National Framework for Early Screening and Early Diagnosis of Children with Developmental Disabilities	- National Framework for Early Screening and Early Diagnosis of Children with Developmental Disabilities created	Lead partners: MDOMSP, MZ, MZO Partners: ERF, associations of persons with disabilities	funds from the state budget within the regular activity	2018	National Framework for Early Screening and Early Diagnosis of Children with Developmental Disabilities does not exist.
4. Make a Protocol on Early	- a Protocol on Early	Lead partners:	funds from	2017	Protocol on Early Intervention

Intervention Procedure	Intervention Procedure developed	MDOMSP, MZ, MZO Partners: ERF, associations of persons with disabilities	the state budget within the regular activity		Procedure does not exist.
5. Broaden the network of Early Intervention Service Providers with the aim of ensuring the accessibility of services throughout the Republic of Croatia	- increased number of service providers - number of service providers by counties	Lead partners: MDOMSP, MZ, MZO Partners: ERF, associations of persons with disabilities	funds were secured in SB 2017-2019 under heading 102, A 788015 Operational Programme Efficient Human Resources 2014-2020 - priority 2 and 5, source 12, account 38, 60,000.00 HRK and source 561, account 38 in the amount of 400,000.00 HRK	continuous	Concluding with 31 December 2015, there were 365 beneficiaries of the Early Intervention Service in State and Non-State Social Welfare Houses for children with developmental disabilities and persons with disabilities and other legal entities performing social welfare activities for children with developmental disabilities (455 provided services). The best coverage of this service is in Zagreb and in the Zagreb County since this area is covered with the largest number of these service providers.

Measure 2 Develop and expand the network of non-institutional services for children with developmental disabilities and people with disabilities focused on their full inclusion in community life and ensure availability of services at a regional level

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
<p>1. Upgrade the legislative and develop the institutional framework for the development and dissemination of non-institutional services (e.g., sign language interpreter / communication mediator for other communication systems, seeing assistant, personal assistance, intervention and other services)</p>	<p>- insure continuity and access to services for children with developmental disabilities and persons with disabilities - availability and regional coverage of services - the secured share of the financial resources allocated to these services</p>	<p>Lead partners: MDOMSP, MZO Partners: Social welfare institutions, LRGU, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities, other providers of social services and scientific institutions</p>	<p>The funds are secured in SB 2017-2019 under heading 102, A754019 Approval of Financial Aid for Programs and Projects Targeting Children with Developmental Disabilities and Adults with Disabilities, source 11, account 38 in the amount of HRK 13.200.000,00 and source 41, account 38 in the</p>	<p>continuous</p>	<p>Personal assistance services, sign language interpreters, and guide companions are provided through three-year programs for which the MDOMSP allocates funds from the state budget and part of the revenue from games of chance. The personal assistance service is also provided through one-year projects within the ESF. In 2015, there were a total of 631 beneficiaries of personal assistant services provided from state budget funds, 45 sign language interpreters, 7 interpreters for deaf-blind persons and 16 seeing assistants employed. From the ESF funds personal assistance services were provided to 509 beneficiaries.</p>

			amount of HRK 26.870.515,00 and Funds for A788015 Operational Programme Efficient Human Resources 2014-2020 - priority 2 and 5, source 12, account 38 in the amount of HRK 4,925,000.00 and source 561, account 38 in the amount of HRK 24,203,359.00.		
2. Carry out the evaluation, respecting the specificities of the provided community support services and, in line with the results of the evaluation, redefine the areas of EU Funds tendering ,part of revenues from games of chance and the state budget in order to	-The evaluation of provided services was carried out with respect to their specificity -new priority areas of tendering have been created	Lead partner: MDOMSP Partners: project carriers	Funds are secured in SB for 2018 under heading 102, A754019 Approval of Financial Aid for Programs and Projects Targeting	2018	In 2015, 28 projects were contracted under the ESF tender "The Expansion of the Network of Social Services in the Community - Phase 3". In 2015, 51 projects were contracted under the ESF tender "The Expansion of Personal Assistance Services for People with Disabilities".

meet the needs of users			Children with Developmental Disabilities and Adults with Disabilities, source 41, account 32 in the amount of HRK 200.000,00.		
3. Standardize the personal assistance service, assistance with an organized housing programme with support and intervenor service (specific assistance for deaf-blind persons)	- Standardized personal assistance services, assistance services in an organized housing programme with support and intervenor services (specific assistance for deaf-blind persons)	Lead partner: MDOMSP Partner: MRMS, ZVPRZOSI, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	The funds are secured in the SB for 2018 under heading 102, activities A 522019 Coordination, Monitoring and Evaluation of the National Strategy for Persons with Disabilities, account 32, in the amount of HRK 15.000,00	2018	Personal assistance services, assistance services in an organized housing programme with support and intervenor services are not standardized
4. Develop personal assistant education programs and	- number of developed education programs for	Lead partner: MDOMSP Partner:	funds were secured in SB	continuous	There are only two education service providers of disability assistance

<p>increase the number of providers of education services focusing on regional equality and develop training programs for intervenors and communication mediators (i.e. interpreters of Croatian sign language, interpreters for deaf-blind persons, educational translators)</p>	<p>personal assistants - number of service providers - number of developed education programs for intervenors and communication mediators (i.e. interpreters of Croatian sign language, interpreters for deaf-blind persons, educational translators) - number of counties in which the education is being conducted</p>	<p>MRMS , associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities</p>	<p>2017-2019 under heading 102, A 788015 Operational Programme Efficient Human Resources 2014-2020 - priority 2 and 5, source 12, account 38, HRK 15.000,00 and source 561, account 38 in the amount of HRK 100.000,00</p>		<p>services who have an MZO approved programme. There is 1 education service provider of intervenor and communication mediators for deaf-blind persons - School Dodir - an education Institution for adults.</p>
<p>5. Establish a support system for the work assistants programme and a system for monitoring the application of professional support services in the workplace</p>	<p>- the number of people who used the professional support service in the workplace</p>	<p>Lead partner: ZVPRZOSI Partners: MRMS, HZMO, CES, MDOMSP, Centres for Professional Rehabilitation, associations of persons with disabilities and associations the programme of which acts in favor of</p>	<p>The funds are secured in the SB under heading 086, heading 08635, A875001- Administration and Management in: 2017 on account 3722 in the amount of HRK</p>	<p>continuous</p>	<p>The professional support service in the workplace was standardized in 2015 but is not yet implemented.</p>

		persons with disabilities	1,000,000.00; in 2018 in account 3722 in the amount of HRK 2,000,000.00; in 2019 in account 3722 in the amount of HRK 2.500.000,00		
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Measure 3 Implementation of the process of deinstitutionalization and transformation of social welfare homes and other legal entities performing social welfare activities in the Republic of Croatia

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Include all providers of accommodation services for people with disabilities in the process of transformation and deinstitutionalization	- An Operational Plan has been drawn up for the period 2017 - 2020	Lead partner: MDOMSP	funds from the state budget within the regular activity	2017	In accordance with the Operational Plan for 2014-2016, 18 state homes for people with disabilities are intensively involved.
2. Develop individual plans for all homes that are for transformation and deinstitutionalization	- individual plans of homes made	Lead partner: MDOMSP Partners: homes that are for transformation and deinstitution	The funds are secured in the SB for 2017 and for 2018 they are	continuous	By the end of 2015, there were 4 individual plans for transformation and deinstitutionalization in the final phase of making.

		alisation	secured under heading 102, T788013 , the Social Protection System Modernization Project - MSPM - Deinstitutionalization, Account 32 in the amount of HRK 1,000,000.00		
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3. Establish IT infrastructure for the purpose of collecting relevant statistical data on the implementation of the process of deinstitutionalization (applications for social welfare homes)	- tools for monitoring and reporting on the implementation of the process created - equipment provided - IT infrastructure (application) provided	Lead partner: MDOMSP Partner: social welfare institutions and other providers of social services	The funds in the SB for 2017 are secured under heading 102, T788013 , the Social Protection System Modernization Project - MSPM - Deinstitutionalization, Account 32 in the amount of HRK 200,000.00	2017	Inadequacy of process monitoring tools. The secured IT infrastructure is not tailored to the needs of the process.
4. Organize a campaign to promote new	- A campaign was carried out to promote new	Lead partner: MDOMSP	Funds in SB 2017-	2017-2020	In 2015, the Ministry of Social Policy and Youth

services in the community	services in the community	Partner: social welfare institutions and other providers of social services	2019 are secured under heading 102, A799010, Operational Programme Efficient Human Resources 2014-2020 - priority 2 and 5, source 12, Account 36 in the amount of HRK 20,000.00		organized a campaign entitled "Support the Rights of People with Intellectual and Mental Disabilities to Life in the Community" with the aim of promoting the basic human right of persons with disabilities to community life. Promotional videos about the process of deinstitutionalization of persons with intellectual disabilities were made for this purpose and aired on national television in the period from February 15 to March 15, 2015.
5. Develop a plan for coordination of activities and financial resources from the State Budget and EU funds with the priorities of deinstitutionalization and transformation of institutions	- A plan for coordination of activities and financial resources from the State Budget and the EU funds with the priorities of deinstitutionalization and transformation of institutions made	Lead partner: MDOMSP	funds from the state budget within the regular activity	continuous	For the programme period 2014-2020 in the ESF a total of EUR 94,127,647.06 was ensured for the purpose of deinstitutionalization of users and transformation of homes, (for the purpose of supporting the deinstitutionalization process of persons with disabilities, for the purpose of expanding the community service network and developing personal assistance services for persons with

					disabilities). For the programme period 2014-2020, funds in the ERDF amounting to EUR 66,470,588.24 were secured for the purpose of deinstitutionalisation of users and transformation of homes. The funds will be possible to use to adapt and equip infrastructural capacities to provide non-institutional services.
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6. Conduct analysis of county social plans for the purpose of ensuring vertical and horizontal coordination in the planning of the social services network for social welfare homes as potential providers of necessary services	- analysis of county social plans was created and vertical and horizontal coordination in planning the social services network for social welfare homes as potential	Lead partner: MDOMSP Partner: LRGU	funds from the state budget within the regular activity	continuous	The social services network is not fully aligned with county social plans.
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	ial providers of necessary services was provided				
7. Make an analysis of availability and quality of alternative forms of accommodation for people with disabilities	- analysis of the availability and quality of alternative accommodation for persons with disabilities made	Lead partner: MDOMSP	funds from the state budget within the regular activity	2017-2018	In July 2015, the Ministry of Social Policy and Youth made an analysis of foster care for children in the Republic of Croatia. In order to monitor and evaluate the deinstitutionalisation process, a scientific research entitled "Some Determinants of the Effectiveness of the Process of Deinstitutionalization of Persons with Intellectual Disabilities" is carried out, related to the implementation of the project "Transformation and deinstitutionalization of CZR Stančić and CZR Zagreb".

Measure 4 Developing an organized housing service for people with the most severe type and degree of physical disability					
Activities	Indicators	Responsible/ implementing institutions and	Planned financial resource	Terms/ Year	Initial data (in relation to which achievement shall be measured)

		organizations	es		
1. Encourage the establishment of housing communities for persons with the most severe type and degree of physical impairment by defining the priorities for calling tenders and through social contracting	- number of established housing communities for persons with the most severe type and degree of physical impairment - number of beneficiaries of organized housing services	Lead partner: MDOMSP Partners: Associations of persons with disabilities	funds were secured in SB 2017-2019 under heading 102, A 754019 - Approving financial aid for programmes and projects targeting children and adults with disabilities, source 41, account 38, in the amount of 200.000,00 HRK	continuous	There is no organized housing service for persons with the most severe type and degree of physical impairment.

3. EDUCATION

Education as a lifelong process of acquiring knowledge and skills, or developing skills, is an important aspect of every individual's life. Education in the Republic of Croatia is accessible to everyone, under equal conditions, in accordance with their abilities, and horizontal and vertical mobility is ensured within the education system. The education system is based on scientific knowledge and ensures respect for human rights and children's rights, as well as the right of every individual to inclusive education. Inclusive education implies respect for the diversity of each individual and adaptation of the education system and school institutions to the needs, capabilities, abilities, and interests of its users, in order to fully express the personality of each individual. As the competent ministry of education, the Ministry of Science and Education continuously promotes the implementation of inclusive education at all levels of the education system.

Achievements summary for 2007-2015

- In order to increase the involvement of children with disabilities in a regular educational system, resources for teaching assistants are regularly allocated. In 2008 the Ministry of Family, Veterans and Intergenerational Solidarity started insuring assisting services for children with disabilities who are attending regular educational programs. The service was secured through a call for proposals for projects from associations dealing with problems and meeting the needs of people with disabilities by using financial resources from part of the income from games of chance. The number of associations as well as the number of users was continuously increasing (from one association and 5 children included in 2008 to 41 associations and 147 children included in 2013).
- In the school year 2013/2014 the duty of providing teaching assistants was taken over by the Ministry of Science, Education and Sports. In the school year 2015/ 2016. from funds from games of chance, 247 teaching assistants were provided for 247 students with developmental disabilities, while funds of the European Social Fund provided for the work of 2 056 teaching assistants for 2 464 students with developmental disabilities.
- In order to achieve the "school for all" principle, the education system is continually adapted to make it accessible to everyone. New regulations relating to assistance to children with developmental disabilities regulate: the work of the mobile service for counselling work at special education centres; local level commitments that include material and professional support and work programmes for students with developmental disabilities. Development of the Regulation on Teaching Assistants and Professional Communication Intermediaries which define the appropriate programmes and forms of education and forms of support to disadvantaged students are underway. Adoption of the above-mentioned subordinate legislation will enable uniform coverage across the entire territory of the Republic of Croatia through inclusive education of children with disabilities.
- To date, out of 2,119 primary school buildings in the Republic of Croatia, 7% of buildings, have been fully adapted, and 26% of the buildings have been partially adapted. 40% of elementary school buildings have an adapted entrance to the school building. In order to allow unobstructed movement between floors, 10% of facilities with storeys have an elevator or a platform. 55% of school sports halls have barrier-free access. In accordance with the needs, the Ministry of Science, Education and Sports implemented the project "School Network without Architectural Barriers", with the aim of spatial accommodation of schools in each county for equal access to education for students with greater motor disabilities. On the interactive satellite map of Croatia, an E-map of *educational institutions in the Republic of Croatia was placed*, which contains detailed information for more than 2 700 educational institutions.
- In accordance with the provisions of item XVI of the Decisions on Elements and Criteria for

Selection of Candidates for Enrolment in Grade 1 of High School for the School Year 2014/2015. (Official Gazette Nos 54/14), students with developmental disabilities could gain the right to direct enrolment in secondary school, with the submission of appropriate documentation. In 2015, the Ordinance on Elements and Criteria for Selection of Candidates for Enrolment in Grade 1 of High School was adopted on the basis of which students with developmental disabilities are ranked in separate ranking charts based on the total number of points established during the evaluation process in educational programs for which professional guidance services of the Croatian Employment Service have a professional opinion.

- A Strategy of Education, Science and Technology was adopted in 2014, including measures of systematic support to people with disabilities, whose implementation will lead to greater accessibility and adaptation of educational programs to persons with disabilities.
- In 2014, the Act on amendments to the Act on primary and secondary education (Official Gazette No. 152/14) was adopted, supplementing the provisions relating to the Network of school institutions and children with disabilities, Article 65 was added and Article 99 was amended to define the rights of students at risk and students with behavioural problems to educational support and expert treatment, as well as the right of students with developmental disabilities to support from teaching assistants or professional communication mediators .
- The Regulation on the Process of Assessing the Psychophysical State of Children and Students and the Structure of Expert Committees (Official Gazette No. 67/14) prescribes the procedure for assessing the psychophysical state of a child or student for enrolment in the first grade of primary school, early enrolment, suspension or temporary exemption from enrolment in the first grade of elementary school, temporary exemption from already started education and establishing an appropriate schooling programme. For students with disabilities, the Expert Committee of the state administration office in the county responsible for education or the City Office for Education, Culture and Sport of the City of Zagreb conducts the procedure of assessing the psychophysical state of the student and proposes an appropriate education programme and the state administration office responsible for education, or the City Office of the City of Zagreb makes a decision on an appropriate education programme based on which appropriate programs for students with developmental disabilities are created and implemented.
- The Regulation on Primary and Secondary Education of Students with Developmental Disabilities (Official Gazette No. 24/15) provides for the right of students with disabilities to appropriate programmes and forms of support as well as pedagogic and didactic adaptation to the needs of students.
- In the school year 2013/ 2014, a new innovative information system for registration and enrolment of students in secondary schools was established, enabling the education ministry to better control the enrolment process and oversee the implementation and availability of accurate data at each stage of the procedure, and facilitate students with disabilities' application and selection of secondary school programmes and enrolment procedures to their preferred secondary school. Since the school year 2014/2015, there has been collaboration with the State administration offices that coordinate enrolment in the first grade of secondary school for students with developmental disabilities.
- From the beginning of the state graduation exam in 2010, adaptation of the test technology was made possible, taking into account the individual needs of each individual student.
- During 2015, a draft of the Ordinance on teaching assistants and professional communication intermediaries was developed, which sets out the method of incorporating and performing teaching assistance and professional communication mediator work and the conditions that must be met.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Committee recommends that the State Party take immediate steps to ensure that all persons with disabilities have access to inclusive primary, secondary and tertiary education and to ensure reasonable accommodation for them within the regular education³. It further recommends adopting the principle that exclusionary and separate education is discriminatory. It is recommended that education on inclusive education is provided for teachers and other professionals, and for all secondary education facilities to be accessible to persons with disabilities.

Objectives and Expected Results 2017-2020

- Provided conditions (programme, professional, location, etc.) of inclusive education of students with developmental difficulties.
- Created support centres and expert (mobile) teams.
- Inclusion of a larger number of children with disabilities in the regular system of preschool, elementary, secondary, and higher education in the environment in which the child/young person lives.

Measure 1 To provide inclusive education for students with developmental disabilities

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. To increase the number of children with developmental difficulties enrolled in pre-school, elementary and secondary schools in the town or the town nearest to their home	- the number of children with developmental difficulties enrolled in preschool, elementary and secondary schools	Lead partner: MZO Partners: preschool Institutions, elementary and secondary schools in the Republic of Croatia	For the implementation of activities, funds in the state budget are not needed	continuous	In the school year 2015/ 2016. the following were enrolled: - in preschool programmes - 6 280 children with disabilities, - In elementary school programmes, 18 492 students with developmental disabilities, - in secondary school programmes, 1 575 students with developmental disabilities in assistive and TES programmes, and

³ According to Article 2 of the Convention on the Rights of Persons with Disabilities, the "reasonable accommodation" means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.

					over 6,000 disabled students are mastering regular programmes with individualized procedures or custom programmes.
2. Professional development of teachers / professional associates for inclusive education	- number of teachers / professional associates involved in vocational training for inclusive education	Lead partners: AZOO, ASOO Partners: primary and secondary schools in the Republic of Croatia	funds were secured in SB 2017-2019. under heading 086, A689016 Professional guidance, information and maintaining existing employment, account 37 in the amount of HRK 252,000.00	continuous	In the school year 2015/ 2016, 4,190 teachers / professional associates participated in professional training for inclusive education at 87 meetings organized by the Education and Teacher Training Agency.
Measure 2 Increase the availability of secondary education					
Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Ensure appropriate adaptation of test technology to students with disabilities and other applicants with disabilities	- the number of students and applicants with disabilities who passed the state graduation exam with	Lead partner: NCVVO Partners: MZO, secondary schools in Croatia	funds were secured in SB 2017-2019, under heading 080,	continuous	567 students passed state graduation exams with adaptation of test technology: 471 students in the summer and 96 in the autumn.

on state graduation exams	adaptation of the test technology		A814001 State graduation, account 32, in the amount of HRK 816.510,00 in 2017, HRK 898.161,00 in 2018 and HRK 987.977,00 in 2019		
2. Revise teaching plans and curricula provided for students with disabilities	- number of revised teaching plans and programmes / curricula	Lead partner: MZO Partners: ASOO, AZOO and UOSI	funds from the state budget within the regular activity	continuous	Students with developmental difficulties are enrolled in 34 TES programs and 49 special programmes for auxiliary occupations.
3. Provide professional guidance for students with disabilities	- the number of students with disabilities involved in professional guidance	Lead partner: HZZ Partners: MZO, elementary and secondary schools	The funds were secured in the SB under heading 086 A689016, Professional guidance, information and maintaining existing employment in 2017 on the HZZ-	continuous	For enrolment in the school year 2016/2017, the regional / district offices of the Croatian Employment Service issued a total of 4,958 expert opinions. The opinions expressed included 10.54% of the total population of eighth grade students. Out of this number, 3,342 opinions (67%) were issued to students with developmental disabilities and 1,616 opinions (33%) to students with health problems.

			AA account in the amount of HRK 252,000.00.		
Measure 3 Provide infrastructure support to students with developmental disabilities					
Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Establish criteria for determining the fulfilment of conditions for the work of the institution as a support centre	- established criteria for determining the fulfilment of the conditions of the institution for work as a support centre	Lead partner: MZO Partners: MDOMSP, MZ, AZOO, ASOO, founders of schools and institutions in the Republic of Croatia	For the implementation of activities, funds in the state budget are not needed	2017	There are currently no criteria to determine the fulfilment of the conditions of the institution for work as a support centre.
2. Establish a network of educational institutions at the regional level (support centres) with the aim of providing professional support of the centre to staff members of regular school institutions	- number of established support centres - established networks of support centres	Lead partner: MZO Partners: MDOMSP, MZ, AZOO, ASOO, founders of schools and institutions in the Republic of Croatia	For the implementation of activities, funds in the state budget are not needed	2018 to 2020	There are currently no support centres.
3. Establish expert (mobile) teams at support centres	- number of established (mobile) teams	Lead partner: MZO Partners: support centres - school institutions	funds were secured in SB 2017-2019. under heading	2019 to 2020	MZO has no established expert teams since support centres have not been established, AZOO has 7 mobile expert teams.

		in the Republic of Croatia	080, A579003 Education and training of students with developmental difficulties, account 32, in the amount of HRK 130.000,00		
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Measure 4 Establish a unique system for providing direct support via teaching assistants and professional communication intermediaries

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/Year	Initial data (in relation to which achievement shall be measured)
1. Adopt the Regulation on Teaching Assistants and Communication Intermediaries	- Regulation on Teaching Assistants and Communication Intermediaries adopted	Lead partner: MZO	funds from the state budget within the regular activity	2017	The Regulation on Teaching Assistants and Communication Intermediaries was not adopted.
2. Provide teaching assistants to students with developmental difficulties and professional communication intermediaries for deaf, hard-of-hearing, and deaf and blind students based on previously established needs	- number of provided teaching assistants to students with developmental disabilities and professional communication intermediaries for deaf, hard-of-hearing, and deaf and blind students	Lead partner: MZO Partners: LRGU - founders of elementary and secondary schools in Croatia	funds were secured in SB 2017-2019. under heading 080, K818050 OP Effective Human Resources 2014.2020, source 561, account 36, in the amount of	continuous	Number of provided teaching assistants and professional communication intermediaries for students with developmental disabilities in the school year 2015/2016: - income from games of chance provided for 247 teaching assistants for 247 students with

			HRK 80,000,000.00 in 2017, HRK 64,000,000.00 in 2018 and HRK 54,000,000.00 in 2019 , At K818050, source 12, account 36, in the amount of HRK 13,000,000.00 in 2017, HRK 11,400,000.00 in 2018 and HRK 9,600,000.00 in 2019 and at A578041 Teaching Assistants for Children with Developmental Disabilities, account 38, in the amount of HRK 11,638,276.00 for 2017, 2018 and 2019		developmental disabilities, - the funds of the European Social Fund provided for 2.056 teaching assistants for 2,464 students with developmental disabilities.
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Measure 5 Provide textbooks tailored to special educational needs of students (in language, script and media)

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Create printed and electronic textbooks,	- the number of printed and electronic	Lead partner: MZO	funds were secured	continuous	In the school / academic year 2015/ 2016, 10 projects

manuals and workbooks in Braille and increased black print for visually impaired (blind and partially sighted) pupils and students and customized textbooks, manuals and workbooks for students with developmental disabilities	textbooks, manuals and workbooks in Braille and increased black print for visually impaired students (blind and partially sighted) - the number of adapted textbooks, manuals and workbooks for students with disabilities	Partners: associations registered for publishing, publishing houses	in SB 2017-2019 under heading 080, A733051 Programme for the production of textbooks for blind and partially sighted pupils and students, account 38, in the amount of HRK 1.745.741,00		were approved, created by associations aiming to fund textbooks for the needs of blind and partially sighted pupils and students with disabilities .
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Measure 6 Encourage projects of civil society organizations with the aim of providing non-institutional forms of support to students with developmental difficulties in education

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/Year	Initial data (in relation to which achievement shall be measured)
1. Provide grants to civil society organizations for the implementation of projects with the aim of providing support to students with disabilities in the field of non-institutional education	- the number of NGOs providing grants for project implementation with the aim of providing support to students with disabilities in the field of non-	Lead partner: MZO Partners: CSO, educational institutions in Croatia, LRGU	funds were secured in SB 2017-2019. under heading 080, A577130 Incentives for associati	2017-2020	In the school / academic year 2015/2016 approved 121 project of civil society organizations for the implementation of programmes with the aim of providing non-institutional forms of support to students in education.

	institutional education		ons for non-institutional education, account 38, in the amount of HRK 6,108,519.00		
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Measure 7 Increase the availability of higher education					
Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/Year	Initial data (in relation to which achievement shall be measured)
1. Enhance the student standard with special care for the social dimension of studying of students with disabilities	- the amount of funds from the contractual programme with public higher education institutions used to provide access to students with disabilities	Lead partner: MZO	funds were secured in SB 2017-2019. under heading 080, A622122, Programme financing of public higher education institutions, account 37, in the amount of HRK 2,500,000.00	continuous	Until the signing of the programme contracts, there was no obligation of higher education institutions to use certain funds to provide access to students with disabilities.

4. HEALTH CARE

The Republic of Croatia shall take all appropriate measures to ensure that persons with disabilities have access to health care services and rehabilitation services related to health care, taking into account their gender, and, in particular, it shall:

- provide people with disabilities the same scope, quality and standard of free and accessible health and rehabilitation services provided to other citizens, including sexual and reproductive health care services and health care programs covering the whole population
- strive to provide health care and rehabilitation services which are specifically geared to the needs of people with disabilities due to their disability, including disability prevention, early identification and intervention, and, where appropriate, services aimed at preventing the deterioration of disability and the greatest possible limitation of its consequences, including services targeting children and the elderly, and strive to ensure that these health care services are as close as possible to communities which people reside in, including rural areas
- request from health care workers to provide people with disabilities with the same quality of care they provide to others, including that on grounds of free informed consent, thereby among other raising awareness of human rights, dignity, independence and the needs of people with disabilities through training and promoting ethical standards in all areas of health care
- prohibit discrimination against persons with disabilities in the provision of health insurance and life insurance when such insurance is permitted under the health legislation, and provide such insurance under fair and reasonable conditions
- prevent any denial of health care or health care services based on disability.

The implementation of health care measures shall provide for the exercise of the right to health care from the compulsory health insurance to persons with disabilities (right to primary health care, medical specialist and polyclinical health care, clinical health care, the right to medicine use, the right to dental and prosthetic assistance and dental and prosthetic substitutes, the right to orthopedic and other aids and the right to health care abroad).

The Ministry of Health shall continuously monitor activities in the field of health care and cooperate with employees of the Croatian Institute of Public Health, the Croatian Health Insurance Fund, as well as the experts of the Croatian Medical Association and the associations dealing with persons with disabilities.

Achievements summary for 2007-2015

- Preventive programs were implemented continuously in view of promoting health and preventing the emergence of disabilities and severe health impairment. By stimulating prevention, by introducing additional discounted preventive programs (on average, 81% of doctors offered preventive programs in all four primary health care activities (hereinafter: "PHC"), and by introducing preventive panels, the number of preventive examinations increased by 40% in 2014 compared to 2013. In addition, by introducing and further inciting the monitoring of chronic patients in general / family medicine through established panels for ongoing monitoring of chronic patients (diabetes, hypertension, asthma and COPD), the structured monitoring of chronic patients doubled in comparison to 2013. The introduced panels were also a tool for secondary prevention as well as prevention of complications involving the above diseases.
- During 2014, the Croatian Health Insurance Fund monitored 32 hospitals indicators consisting of 11 performance indicators and 21 quality indicators which were available to hospitals through the Central Healthcare Information System of the Republic of Croatia (hereinafter: "CEZIH"). In November 2014, for the first time, data for five indicators were publicly released: two performance indicators and three quality indicators. These above indicators would allow for comparisons of same-category healthcare institutions,

monitoring changes in institutions over time, and the aim was to encourage mutually positive competition in achieving quality.

- Guidelines for "Monitoring Children at Neurorisk" have been developed as a preparation for monitoring the health of newborn children who need special attention and medical intervention at the earliest age. For the purpose of preparing further activities in cooperation with PBZ Card d.o.o. within the "*Doing Good Every Day*" project, funds were secured in the amount of HRK 1,181,978.98, providing the appropriate equipment in 16 healthcare institutions and balancing the quality of healthcare services for newborn children.
- National Preventive Programmes for Early Detection of Breast Cancer, Cervical Cancer and Colon Cancer etc., were continuously implemented.
- Within the right to orthopedic and other aids, the Croatian Health Insurance Fund kept track of its insurees and also its insured persons with disabilities in a manner that it continuously included new aids in the Aid List and modified guidelines for exercising the right to Aids, in cooperation with all competent institutions as well as numerous associations and medical specialists. Insured persons with disabilities were entitled to all necessary medical supplies from the Aid List in sufficient quantities. In 2014, numerous innovations were introduced for people with disabilities. Insured persons with paraplegia were provided with antidecubital mattresses, which enable the prevention of decubitus wounds for thousands of insurees. Also in 2014, by public procurement procedure, 103 insulin pumps were installed, which pumps were primarily for persons up to 18 years old. However, 41 pumps may be used by persons over the age of 18 with unsatisfactory regulation of diabetes. It is important to note that the Croatian Health Insurance Fund provides all persons with installed insulin pumps the consumable supplies at the full expense of compulsory insurance. Children with severe deformities in the skeletal system were enabled to exercise the right to an innovative wheelchair: "Modular Child Special Needs Stroller for Adaptation and Positioning", which among the special adaptation and positioning features have the capacity to adapt to the child's growth. Insured persons with severe forms of respiratory insufficiency, who need oxygen therapy and who are supplied with oxygen concentrators, were enabled to fill their medical oxygen bottle as a spare oxygen supply. In addition, innovative powdery instant lining for chronic wound care were included into the Aid List. Throughout 2014, a number of new generation aids were included into the Aid List available to persons with disabilities, thus raising the quality of the aids in the List. Among such aids, we highlight the following: fast blood sugar readings systems aligned to the latest world standards, insulin delivery injectors primarily for children adapted to low insulin doses, incontinence diapers allowing better skin ventilation and more advanced forms of wound dressings etc.
- In 2014, as a novelty, peer counselling (so-called "peer-groups") was enabled between at least three team leaders (preferably five to six) who met once a month, ten times a year, sharing experience based on cases from their practices in view of education and work process improvement. Associating into "peer groups" was a new indicator of work quality in four primary health care activities.
- Moreover, the Physician Information System (HZZO ISL+) was created, the largest Croatian closed social network for contractor physicians, through which knowledge, experience, professional materials and information on various professional events are exchanged. In the forthcoming period, education should be directed towards management bodies in healthcare institutions. Additional information should be provided on specialties in the area of communication with persons with disabilities and the rights of persons with disabilities under the Convention on the Rights of Persons with Disabilities.
- According to need and possibility, healthcare institutions continuously invest resources to

remove construction barriers, provide information support and procurement of medical equipment for persons with disabilities in order to ensure the accessibility and improvement of the health care provided to people with disabilities. In the previous period (from 2007 to 2014), a total of HRK 357,977,916.05 was allocated for the needs concerned.

- Pursuant to rights under the Act on the Rights of Croatian Homeland War Veterans and their Family Members (Official Gazette Nos 174/04, 92/05, 02/07, 107/07, 65/09, 137/09, 146/10, 55/11, 140/12, 33/13, 148/13 and 92/14), the Ministry of Croatian Veterans kept track of the health of Croatian veterans and disabled Croatian veterans from the Homeland War (HRVI) and, in accordance with the objectives of the Convention on the Rights of Persons with Disabilities, strived to achieve the highest achievable standards of physical and mental health which standards would meet the needs of the increasingly difficult health condition of HRVIs and the specific needs required thereby.
- In response to the increased needs of the difficult health condition of HRVIs and its specificity, the Ministry of Croatian Veterans designed and implemented a series of activities, such as providing orthopedic aids corresponding to the impairments of the most seriously injured - HRVIs with 100% impairment of the 1st group, as well as providing medical rehabilitation according to HRVI needs in view of improving their health status, mitigating consequences, preventing deterioration of the functional body impairment, and raising the overall independence in everyday activities.
- In view of improving the health status of HRVI of the 1st group, mitigating consequences, and preventing the deterioration of functional physical impairment, and pursuant to the Agreement on Cooperation in the Treatment Programme Involving HRVI with 100% impairment of the 1st Group in the Hyperbaric Chamber, concluded in 2005 between the Ministry of Defense, Croatian Health Insurance Fund and the Ministry of Family, Veterans and Intergenerational Solidarity, treatment in the hyperbaric chamber was enabled. Treatment is performed at the Military Medical Centre at the Institute of Maritime Medicine in Split. For the purpose of securing accommodation during the treatment, three apartments were adapted for HRVI and there is an escort in the Hotel "Zagreb" in Split. Ministry of Defense also referred HRVIs with a lower percentage of physical impairment to hyperbaric chamber treatment (based on a medical assessment on meeting medical indications for the hyperbaric chamber treatment).
- The programme for improving the quality of life in the families of killed Croatian military men, HRVIs and Croatian veterans with PTSD is implemented in view of overcoming and mitigating the consequences of the Homeland War, and prevention and appropriate response to the health conditions of HRVIs among others. Systematic physical examinations have been conducted within the Programme since 2008, including, among others, HRVIs who were allocated the status on grounds of detention at a hostile camp. The examinations differ for each individual beneficiary in terms of gender, age, and medical indication. The Ministry has concluded an agreement with the Faculty of Medicine of the University of Zagreb on conducting the scientific research part of the programme to improve the quality of life of beneficiaries who the Ministry keeps track of in view of producing a comparative study of their health status. The medical records obtained by systematic physical examinations were sent to the Centre for Development of the Crisis Situation Information System at the Faculty of Medicine in Zagreb for the purpose of drafting the above study. The medical records collected through systematic physical examinations is to be used for the scientific research project entitled "Monitoring Illness and Mortality of Homeland War Veterans and their Family Members".
- In order to ensure HRVIs with greater access to healthcare institutions, the Ministry of Veterans allowed HRVIs of 1st to 4th group of physical impairment to be accommodated in a house in Zaprešić without compensation during their treatment in Zagreb. The house is

fully adapted to persons with disabilities.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

(a) the adoption of urgent amendments to the Act, which amendments would unconditionally forbid the sterilization of boys and girls with disabilities and adult persons with disabilities unless their personal, fully informed and free consent is available

(b) persons with disabilities should get support in making informed choices and decisions in relation to medical procedures and interventions, and

(c) health professionals need to be educated in accessible and alternative communication techniques to communicate with people who have intellectual, mental and sensory impairments.

The Committee's recommendation is to make further efforts to ensure that persons with disabilities who do not have compulsory health insurance have access to healthcare institutions. The Committee further recommends that access to regular healthcare services and services relating to sexual and reproductive health be accessible to persons with disabilities, particularly in rural areas. It also recommends that healthcare professionals of the regular healthcare service be urgently educated on the appropriate manner of providing services to persons with disabilities and on respecting the rights provided for in the Convention.

Objectives and Expected Results 2017-2020

- Provision of healthcare services related to diagnosis and intervention in early stages of illness and disorder to prevent the occurrence of disability and more severe health impairment, including disability in children and the elderly.
- Harmonization of the Ordinance on the Conditions and the Method of Obtaining Rights to Orthopedic and Other Aids in order for persons with disabilities to have access to quality orthopedic and other affordable aids.
- Continuous education of healthcare workers after their formal education shall be mandatory and continuously implemented through relevant chambers, professional societies, healthcare institutions or any other organizer. Educational healthcare programmes shall also be implemented within the framework of projects and programmes organized by associations in the field of healthcare and associations of persons with disabilities.
- Appropriate measures to remove obstacles and barriers, provision of information support and procurement of medical equipment required for persons with disabilities to ensure accessibility and improvement of health care involving persons with disabilities.
- Provision shall be made for the continuation of health care which would respond to the needs of HRVIs' health condition, provide for the prevention of even more serious injuries, and be able to respond in a timely manner to the needs and the increasingly difficult health condition of HRVIs.

Measure 1 Ensure better quality health care for children with disabilities and people with disabilities

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/Year	Initial data (in relation to which achievement shall be measured)
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1. Enhance activities within the scope of the Health Care Measures Plan and Programme aiming at the prevention of disability	- improved activities within the scope of the Health Care Measures Plan and Programme	Lead partner: MZ Partners: HZZO, HZJZ, competent professional chambers and professional associations of HLZ	funds within regular activities	20 17- 20 20	HZJZ data from the Report on Persons with Disabilities in the Republic of Croatia http://www.hzjz.hr/sluzba-za-javno-zdravstvo/izvjesce-o-osobama-s-invaliditetom-u-hrvatskoj/ and the Croatian Health Statistics Yearbook http://www.hzjz.hr/publikacije/statisticki-ljetopis/
2. Balance the health care quality in primary health care activities by increasing the number of general/family medicine specialists	- increase in the number of general/family medicine specialists compared to medical doctors without specialization in primary health care	Lead partner: MZ Partner: HZZO, healthcare institutions	funds within regular activities	20 17- 20 20	34.7% - percentage of the number of general/family medicine specialists compared to the number of doctors without specialization.
3. Develop special programmes to improve working with persons with disabilities in healthcare institutions (e.g. diagnosis and monitoring of persons with autistic spectrum disorders)	- number of special programmes/projects - number of healthcare institutions involved in special programmes	Lead partner: MZ Partners: HZJZ, HLZ professional associations, associations of persons with disabilities and associations the programme of which acts in favour of persons with disabilities	funds within regular activities	20 17- 20 20	Activities of preparing two programmes are underway.
4. Increase the number of institutions which	- the number of contracts concluded with	Lead partner: HZZO)	funds within regular	co ntr act	In 2015, HZZO signed a contract with 6 health

provide specific dental protection	providers of specific dental health care	Partners: contracting providers of specific dental health care	activities	ual period sup to 20 20	institutions - providers of specific dental health care: Clinical Hospital Centre Rijeka, University Hospital Centre Osijek, Pula General Hospital, University Hospital Dubrava, Health Centre Dubrovnik and Dental Clinic Split.
5. Create new and upgrade existing medical algorithms/protocols, professional guidelines/recommendations etc, for the needs of specific children's conditions	- number of generated algorithms/protocols, professional guidelines/recommendations etc	Lead partner: MZ Partners: HZJZ, HZZO, HLZ professional associations, associations of persons with disabilities and associations the programme of which acts in favour of persons with disabilities	no additional resources are required (volunteer work of experts and professional associations)	continuous	The data are available on the web site of HLZ professional associations (www.hlz.hr).
6. Enhance the availability of community-based health services in the area of timely diagnostics, rehabilitation and habilitation of children with developmental difficulties for the purpose of regional equality and service accessibility	- Public Health Service Network occupancy (percentage): physical medicine and rehabilitation; at-home physical therapy; home care	Lead partners: HZZO, MZ Partners: health care institutions and health care workers	funds within regular activities	continuous	HZZO data on the occupancy of the Public Health Service Network (according to the number of contracted teams/nurses): - physical medicine and rehabilitation - 194.62; - at-home physical therapy - 444.50; - home care - 1.236.

Measure 2 Continually implement preventive programmes to promote health and prevent the emergence of disabilities and severe health impairment

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/Year	Initial data (in relation to which achievement shall be measured)
1 Implement and monitor preventive activities aimed at preventing disabilities and severe health impairment	<ul style="list-style-type: none"> - the number of systematic physical examinations of children before enrolling in school and in the fifth grade - number of systematic physical examinations prior to enrolling in a study programme - number of systematic, periodic and follow-up physical examinations of adults in general/family medicine and dental medicine - number of examinations in the field of occupational medicine 	<p>Lead partners: health care workers in primary health care, MZ Partner: HZJZ</p>	funds within regular activities	continuous	HZJZ data on implemented preventive activities from the Croatian Health Statistics Yearbook are available on http://www.hzjz.hr/publikacije/statisticki-ljetopis/ .
2. Monitor work in-primary health care through established panels for ongoing monitoring of chronic patients	<ul style="list-style-type: none"> - number of diagnoses and illnesses monitored by the panel - number of doctors using panels 	<p>Lead partners: health care workers in primary health care, HZZO Partner: HZJZ</p>	funds within regular activities	continuous	HZZO data on: <ul style="list-style-type: none"> - number of diagnoses and illnesses monitored by the panel - 7; - number of doctors using panels - General (family) medicine - 2,268

					doctors; Pediatrics - 280 doctors; Gynaecology - 278 primary health care doctors.
3 Establish a Register of Children at Neurorisk	- number of health institutions involved in monitoring children at neurorisk	Lead partner: MZ Partners: HZZO, HZJZ, hospitals, primary health care, HLZ professional associations	funds from the state budget within the regular activity	continuous	2 health institutions included in the project (2014) - referral of children at neurorisk from the maternity clinic of the Clinical Hospital for Female Reproductive System Diseases and Delivery (Petrova) to the Special Hospital for the Protection of Children with Neurodevelopmental and Motor Disturbances Goljak in Zagreb for monitoring and habilitation under the programme for children at neurorisk.
4. Expand the coverage of systematic physical medical examinations of HRVI from the Homeland War	- number of realized systematic physical medical examinations (HRVI from the Homeland War)	Lead partner: MHB	Funds are secured in SB 2017-2019 under heading 041, A 754011 Improvement of Quality of Life for families of Croatian veterans and HRVI on account 3721 in the amount of HRK 26,000,000.00 for 2017 and HRK 51,000,000.00 per year for	continuous	From 2008 to 2011 and from 2013 to the end of 2014, a total of 8,794 persons were subject to systematic physical examinations, out of which 954 were HRVI from the Homeland War.

			2018 and 2019		
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Measure 3 Continually harmonize the Ordinance on the Conditions and the Method of Obtaining Rights to Orthopedic and Other Aids with the modern achievements of technical and medical sciences in accordance with the needs of persons with disabilities

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/Year	Initial data (in relation to which achievement shall be measured)
1. Continually harmonize the Ordinance on Orthopedic and Other Aids based on the opinion of the Committee for Orthopedic Assistance and the Commission for General Medical and Technical Aids of the Croatian Institute for Health Insurance	- number of newly-made aids - Improvement of the conditions and means of exercising the rights to orthopedic and other aids	Lead partners: HZZO, MZ Partners: associations of persons with disabilities and associations the programme of which acts in favour of persons with disabilities Professional associations of the HLZ, reference centres of the MZ	funds within regular activities	continuous	The list of aids is an integral part of the Ordinance on orthopedic and other aids (including guidelines) which is continuously harmonized, on the basis of the opinion of the Committee for Orthopedic Devices and the Commission for General Medical and Technical Aids of HZZO in monthly sessions. Persons with disabilities are also involved in both Commissions. When selecting aids to be included in the List of aids as a new aid, a presentation is conducted, as well as a functional check of the aids by the members of the Commission.

Measure 4 Educate health workers about the specifics of the disease and the situation of people with disabilities

Activities	Indicators	Responsible	Planned	Deadli	Initial data (in
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		/ implementing institutions and organizations	d financial resources	nes / Year	relation to which achievement shall be measured)
1. Educate and inform healthcare workers about the specifics of communication with and the rights of persons with disabilities under the Convention on the Rights of Persons with Disabilities	- number of trainings and informative messages provided	Lead partner: MZ Partners: HZZO, HZJZ, HLZ professional associations, county public health institutes, competent chambers, associations of persons with disabilities and associations acting within their programme for the benefit of persons with disabilities	funds within regular activities	continuous	Education of healthcare workers after completing their formal education shall be mandatory and continuously implemented through relevant chambers, professional associations, healthcare institutions or any other organizer. In 2015, 3 training programs for health professionals on the rights and specific needs of people with disabilities were implemented: at the School of Medicine, at the University of Osijek in Psychology Studies and in Nursing Studies. Educational healthcare programs were implemented within the framework of projects and programmes of healthcare

					<p>associations and associations of persons with disabilities which were co-funded within the competition issued by the Ministry of Health.</p> <p>The Association of the Deaf-Blind of the City of Zagreb has organized an action to present the obstacles in the communication of deaf-blind persons to employees of the Ministry of Health.</p>
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Measure 5 Ensure accessibility and information support to people with disabilities in all healthcare institutions

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/Year	Initial data (in relation to which achievement shall be measured)
1. Develop and implement a plan for removing construction barriers to ensure access to healthcare services	<ul style="list-style-type: none"> - number of interventions and customized facilities in a particular year in relation to the plan - number of accessible buildings 	<p>Lead partners: MZ, healthcare institutions</p> <p>Partners: HZJZ, LRGU, associations of persons with disabilities</p>	within regular activities of healthcare institutions and ESIF funds	continuous	<p>During 2015, a total of HRK 25,258,374.00 was allocated for the removal of construction barriers. Several institutions have provided complete building accessibility to people with disabilities, while in most</p>

					other institutions the adaptation was partly implemented or only the basic building accessibility in terms of access to health institutions or elevators is ensured.
2. Develop and implement a plan for providing information support to the deaf, the blind and other persons with disabilities in healthcare institutions	- number of adapted facilities in a particular year in relation to the plan	Lead partners: MZ, healthcare institutions Partners: HZJZ, LRGU	funds within the regular activities of healthcare institutions	continuous	During 2015, a total of HRK 159,077.00 was allocated for information support for the deaf and the blind. Partial or basic information support for the deaf and the blind has been introduced in two healthcare facilities.
3. Develop and implement a plan for equipping healthcare institutions with the necessary functional aids	- number of secured functional aids in a particular year in relation to the plan	Lead partners: MZ, healthcare institutions Partners: HZJZ, healthcare institutions, LRGU	funds within regular activities of healthcare institutions and ESIF funds	continuous	During 2015, a total of HRK 1,906,567.99 was spent on equipping with functional and anti-decubitus aids, and HRK 2,969,535.74 on the supplied equipment.
4. Provide specific information regarding persons with disabilities	- information published on the MZ and HZJZ website	Lead partner: MZ Partners: HZJZ, HZZO, healthcare institutions, HLZ professional associations,	funds within regular activities	continuous	Information is available at www.miz.hr and www.hzjz.hr .

		and other professional associations of healthcare workers, LRGU			
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Measure 6 Provide palliative care to patients with severe illnesses and incurable chronic patients					
Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/Year	Initial data (in relation to which achievement shall be measured)
1. Modify and improve the legislative framework	- amendments to the Healthcare Act have been made	Lead partner: MZ	funds from the state budget within the regular activity	2017	In the Healthcare Act, palliative care is defined at the primary and secondary level, its organizational form as a palliative care institution, and the draft of the new Healthcare Act provides for defining the members of the palliative team, the palliative care coordinator and the mobile palliative team as well as the introduction of palliative care and at the tertiary level of health care
2. Establish organizational forms of palliative care in counties	- county project teams, palliative care coordinators and mobile palliative teams, pain clinic, facility for renting aids, specialist hospital teams for palliative care - further contracting of palliative beds	Lead partners: RGU	HZZO contracted funds and RGU funds	2017	In Croatia today, there are 6 county project teams, 5 county coordination centres for palliative care, 31 pain clinics, 45 facilities for renting aids, 16 volunteer palliative care organizations, 241 palliative care beds in 13 hospitals, 16 hospital palliative care teams and 10 pilot palliative care projects.
Measure 7 Improving the quality of health care involving Croatian Homeland War Veteran Invalids					
Activities	Indicators	Responsible / implementing	Planned financial	Terms/Year	Initial data (in relation to which achievement shall be measured)

		ng institutions and organizatio ns	al resourc es		
1. Provide orthopedic and other aids within the comprehensive health care of HRVIs from the Homeland War	- the number of approved requests for co-financing of the supply of orthopedic aids to HRVIs 100% of the 1st group	Lead partner: MHB	Funds are secured in SB 2017-2019 under heading 041, A 753003 Orthopedic and other medical aids for Croatian war veterans with disabilities on account 3721 in the amount of HRK 2,500,000.00	continuous	In 2015, a total of 70 HRVIs from the Homeland War benefited from this right involving the purchase of 90 orthopedic aids amounting to HRK 1,455,182.01.
2. Provide additional rehabilitation programmes in healthcare institutions for HRVIs from the Homeland War	- number of persons involved in medical rehabilitation	Lead partner: MHB	funds were secured in SB 2017-2019 under heading 041, A 753004 Rehabilitation of Croatian war veterans with disabilities in health resorts, account	continuous	In 2015, the right was used by 136 persons, almost twice as many as in 2013 (76 persons), and HRK 593,039.03 was spent.

			3721 in the amount of HRK 7,300,000.00		
3. Provide for the treatment of HRVIs 100% of the 1st group in the hyperbaric chamber at the Military Medical Centre at the Institute of Maritime Medicine in Split	- number of Croatian Homeland War Veteran Invalids referred to treatment in the hyperbaric chamber	Lead partner: MHB	funds were secured in SB 2017-2019 under heading 041, A 558043 One-time rights from the Act and other benefits to Croatian war veterans from the Homeland War, account 3721 in the amount of HRK 130,000.00	continuous	In the period from May 2006 to the end of 2015, 64 HRVIs from the Homeland War benefited from the treatment on 84 occasions, of which HRVIs 100% of the 1st group used the hyperbaric chamber 54 times.
4. Provide housing in Zaprëšić during treatment in Zagreb in view of increasing the availability of healthcare services	- number of approved applications for housing by HRVIs from the Homeland War	Lead partner: MHB	funds from the state budget within the regular activity	continuous	In 2015, the accommodation was used by two HRVIs from the Homeland War.

5. SOCIAL CARE

Social care includes prevention, promotion of change, assistance in meeting basic living needs and support for individuals, families and groups in order to improve the quality of life and empower the beneficiaries in meeting their basic needs on their own and in their active engagement in the society. The social welfare system seeks to act proactively for the comprehensive protection of all beneficiary groups and, in recent years, especially within the reform process, significant changes have occurred in the development of social services, especially in the access to service beneficiaries. By improving the legislative and strategic framework, the prerequisites for further development of rights and services in the social welfare system were developed and they are aimed at raising the quality of life of socially vulnerable groups and harmonizing the work and family role of those families which have members dependent on the care of others. In extending the services network, special emphasis is placed on balanced regional development and the discontinuation of the trend of institutionalizing children with developmental difficulties and persons with disabilities, which issue is also highlighted as one of the priority areas in the Strategy for the Development of the Social Welfare System in the Republic of Croatia 2011-2016.

Achievements summary for 2007-2015

- The Social Welfare Act (Official Gazette Nos 157/13, 152/14 and 99/15) lays the foundations for institution transformation and deinstitutionalisation of beneficiaries, more effective control over the quality of services provided, faster development of the network of various community services in cooperation with other stakeholders, ensuring institutionalization prevention and intensified deinstitutionalisation process.
- The Social Welfare Act (2013) abolished the provision on grounds of which parents of beneficiaries of personal disability benefits, when using maternity or parental leave, part-time work, part-time work for enhanced child care, leave or part-time work for enhanced child care involving more severe developmental difficulties or work suspension until the child is three years old by special regulations, and the child stayed for 4 or more hours a day in a preschool, school or healthcare institution, a social welfare home or another stay service provider, exercised their right to a personal disability benefits with a reduced amount (125% of the benefit base). Following the new Social Welfare Act, all the above beneficiaries receive the full amount of personal disability benefits, for which the Ministry of Social Welfare and Youth provided in the budget an additional HRK 4,500,000.00 annually since the new Social Welfare Act entered into force.
- A contract with the World Bank was signed *for the Social Protection System Modernization Project with the aim of improving the efficiency and effectiveness of the Croatian social protection system* involving five focus areas: unification of administering social security benefits and simplification of procedures; equalization and harmonization of expert evaluation involving disability; reduction of errors, fraud and corruption; deinstitutionalization of children and adults and work activation of social protection beneficiaries.
- The Unique Body of Expertise Act (Official Gazette Nos 85/14 and 95/15) was adopted establishing a more transparent and efficient expert evaluation procedure. Until the adoption of the Act, expert evaluation was performed in 6 systems according to different laws and criteria in view of exercising rights in these systems. By introducing a new expert evaluation system which implies the determination of physical, intellectual, sensory and mental impairment, disability, functional ability, level of support and work ability of a person, a major step forward has been made in the effort to equalize the criteria in the expert evaluation procedure and to facilitate the exercise of rights to beneficiaries on grounds of disability, in order to use a single finding and opinion to exercise their right in almost all

systems.

- A new Strategy for Combating Poverty and Social Exclusion in the Republic of Croatia (2014-2020) has been adopted, providing for a systematic and joint approach of all relevant stakeholders in addressing the issue of poverty and social exclusion by ensuring the minimum standard for the most vulnerable part of society and preventing new poverty and social exclusion. The strategy clearly points out the most vulnerable groups of society exposed to poverty and social exclusion (the elderly, children, especially children without adequate parental care and children with developmental difficulties, persons with disabilities and minorities), and sets out the principle of focusing on individuals and their needs. The strategy is based on providing for the conditions to achieve three main goals: combating poverty and social exclusion, reducing social inequality, preventing the emergence of new categories of the poor, reducing the number of the poor and socially excluded and establishing a coordinated support system for groups at risk of poverty and social exclusion.
- Introduced in all social welfare centres in Croatia up to 2012, the new work organization on the principle of one-stop shop provides for better access of beneficiaries to their rights and services in the social care system. The new organizational model provides better provision of information to citizens and the connectedness of all local service providers.
- In 2011, a survey entitled "*Social Situation of Persons with Disabilities in Croatia*" was conducted and published in cooperation with the Social Work Study Centre.
- Informatization of the social welfare system, i.e. of 80 social welfare centres, resulted in a universal national database with more than 300,000 social welfare beneficiaries and, through its links to the databases of other state administration bodies, the above database created a transparent management system which prevents errors and misuses of the system. Digitization of existing processes established more than 7,000 errors amounting to a total of HRK 40 million. The system has accelerated the work of social welfare employees, reduced administration, and advanced existing work processes through the implementation of new tools for social workers such as the Adoption Register, Register of Children with Satisfactory Adoption Prerequisites, Register of Realized Adoptions, Register of Foster Families and Beneficiaries Placed into Care.
- Ministry of Social Policy and Youth has drafted a new Humanitarian Aid Act (Official Gazette No. 102/15), since the old legal framework for organizing humanitarian aid has left too much room for possible misuse of funds acquired through humanitarian actions due to its imprecision. The new Act sets out a provision for licensing humanitarian action for each purpose, clear misdemeanour provisions, enhanced control over humanitarian action, more visible promotion of humanitarian action, and it guarantees the funds are used solely for the purpose they were collected for. The Act also regulates the return of non-purpose funds spent, ensures the transparency and verifiability of each humanitarian action, which guarantees to citizens that their donated funds will be spent for the purpose which they were given for.
- The Ordinance on Social Service Quality Standards (Official Gazette No. 143/14) stipulates quality standards of social services and guidelines for their introduction as well as benchmarks for establishing compliance with quality standards of social services. The quality standards of social services encompass seventeen quality standards with relevant indicators applying to all social services. The standards are divided into four broad areas highlighting the key aspects of social services: customer orientation, protection of rights, management, and the environment. Standards define good-quality social services and represent the starting point for measuring quality of social services, enabling accurate and transparent evaluation/assessment of each individual service provider. Their purpose is to enable a more reliable way of evaluating the quality of services provided. According to the Social Welfare Act of 2013, the introduction of quality standards become mandatory for all

institutional and non-institutional social service providers who wish to provide network services in the future, i.e. those wishing to participate in negotiations for concluding agreements on the provision of social services in the network.

- Moreover, for the first time, the Regulation on Determining the Minimum Requirements for the Social Service Provision (Official Gazette No. 40/14) introduced standards involving social services for children and adults with autistic spectrum disorder, more specifically, children and adults with autistic spectrum disorder were introduced as a separate beneficiary group.
- In accordance with the Social Welfare Act, the beneficiaries of personal disability benefits have realized the status of a vulnerable customer and have the right to co-finance electricity expenses.
- The Act on Amendments to the Child Benefit Act which entered into force on 1st September 2015 (Official Gazette No. 82/15) amended provisions which attributed different rights to the same category of beneficiaries of child benefits.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Committee recommended the empowerment of programmes for combating poverty. It is further recommended that the benefits the purpose of which is to reduce the expenses arising from disability, are based on an evaluation of an individual's needs and not subject to census assessment.

Objectives and Expected Results 2017-2020

- Improved legislative and institutional framework to improve the quality of life of people with disabilities.
- An expanded network of community social services to increase their accessibility and quality, taking into account regional cohesion using the State Budget and the European Structural and Investment Funds.
- Improved competence of skilled workers in social welfare institutions.
- Continued cooperation with civil society organizations working in the field of social welfare through social contracting.

Measure 1 Establish the legislative and institutional framework for improving the rights of persons with disabilities in family and social protection systems in accordance with the specific requirements of the UN Convention on the Rights of Persons with Disabilities

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Make an analysis of the existing rights, services, support and relief in different disability-based systems for the purpose of drafting a proposal of the right to inclusive	- analysis drafted and proposal of the right drafted	Lead partner: MDOMSP Partners: all bodies in which persons with disabilities exercise disability-based rights and relief,	funds from the state budget within the regular activity	2017	On grounds of their disability, people with disabilities exercise their rights and relief in different systems.

benefit		associations of persons with disabilities			
2. Draft a draft proposal of the inclusive benefits act and provide prerequisites for Introducing the new right to inclusion benefit	- Draft proposal of the inclusive benefits act drafted	Lead partner: MDOMSP Partners: all bodies in which persons with disabilities exercise disability-based rights and relief, scientific institutions, associations of persons with disabilities and associations the programme of which acts in favour of persons with disabilities	funds from the state budget within the regular activity	2018	The draft proposal of the inclusive benefits act was drafted in 2013, but the funds available then were not sufficient to achieve the objective of this Act, and it was concluded that the adoption of the Act would be postponed.
Measure 2 Raise work quality and ensure the development of competences of social service providers involving children with disabilities and people with disabilities					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Educate expert workers in social welfare homes who are involved in the process of deinstitutionalisation in order to improve competence for the process implementation	- professional training of expert workers implemented in accordance with the Annual Programme of Professional Training of Expert Workers in	Lead partner: MDOMSP	funds were secured in SB 2017-2019 under heading 102, A 792006 Implementation of	continuous	In early 2016, 125 expert workers of social welfare centres attended education on deinstitutionalisation under the project "Informatization and Professional Education in Social Welfare Centres (ISECSS)" funded

	Social Welfare Institutions - education entitled the "Process of Deinstitutionalization in View of Advancing Competencies for Project Implementation"		national strategies and improvement of professional work in the social welfare system, account 32, in the amount of 10.000,00 HRK		by the ESF.
2. Hold education, professional conferences and educational meetings for workers in social welfare institutions and other service providers focusing on education in <i>Individual Change Plan</i>	- number of educated employees in social welfare institutions and other social welfare providers - number of held professional conferences and educational meetings for workers in social welfare institutions and other providers	Lead partner: MDOMSP Partners: social welfare institutions and other providers of social services	funds were secured in SB 2017-2019 under heading 102, A 792006 Implementation of national strategies and improvement of professional work in the social welfare system, account 32, in the amount of 10.000,00 HRK	continuous	During 2011, a total of 374 professional workers in the social welfare system were trained on individual planning.

3. Draft and publish a handbook related to individual change planning	- a handbook drafted and distributed	Lead partner: MDOMSP Partner: social welfare institutions and other providers of social services	funds provided in SB 2017 under heading 102, A792006 Implementation of National Strategies and Advancement of Professional Work in the Social Welfare System, account 32, in the amount of 120.000,00 HRK	2017	Forms involving individual planning and follow-up were drafted and, in early 2016, education was provided for expert workers in fields related to marriage and family in social welfare centres. The implementation phase involving the forms has begun and, after evaluation, the forms will be modified and improved according to need. All the above is an important prerequisite for drafting the handbook.
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Measure 3 Improve the system of informing and educating persons with disabilities and their families on rights and services in the area of family and social protection

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which the achievement is measured)
1. Regularly update the directory of rights involving persons with disabilities in the social welfare system and inform persons with disabilities on the conditions	- updated and accessible information for persons with disabilities and their families on rights in the area of family and social	Lead partners: MDOMSP, MU Partners: LRGU	funds from the state budget within regular activities and LRGU budget within	continuous	On the MDOMSP website, the Directory of Rights of Persons with Disabilities in the Social Welfare System is regularly updated.

and manner of exercising rights in the field of family and social protection	protection		regular activities		
2. Provide targeted financial aid through projects and programmes of associations of persons with disabilities and associations, the programmes of which act in favor of persons with disabilities, for the purpose of educating and informing persons with disabilities and their families about their rights in an accessible way to enable self-advocacy/self-representation in exercising their rights	- amount of financial aid granted for programmes and projects of associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities - number of completed trainings	Lead partners: MDOMSP, LRGU, NZRCD Partners: associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds were secured in SB 2017-2019 under heading 102, A 754019 - Approving Financial Aid for Programmes and Projects Targeting Children and Adults with Disabilities, source 41, account 38, in the amount of HRK 200,000.00	continuous	In 2015, the second year of implementation, for three-year programmes (2014-2017) of associations of persons with disabilities, associations the programme of which acts in favor of persons with disabilities and associations dealing with social and humanitarian activities, the Ministry of Social Policy and Youth provided the amount of HRK 30,250,000.00 (as in 2014) for 92 associations of persons with disabilities, associations the programme of which acts in favor of persons with disabilities and 40 associations dealing with social and humanitarian activities in the field of social welfare.

6. HOUSING, MOBILITY AND ACCESSIBILITY

Building an accessible environment in accordance with the principles of universal design has a key role in creating an inclusive society and an added value for all members of society as the purpose of the universal design concept is to simplify life for everyone by making the built environment, products and means of communication equally accessible, usable and understandable for all citizens. According to Article 9 of the Convention on the Rights of Persons with Disabilities, the States Parties are obliged to take appropriate measures to ensure that persons with disabilities have access to the built environment, transport, information and communication and other services and facilities open to, or intended for the public, both in urban and rural areas, on an equal basis as others.

With regard to accessibility of public transport, there is an obstacle in the issue involving the possibility of direct influence on partners as direct operational operators due to the fact that the provision of public transport is defined by legal regulations as a type of communal activity (prescribed by the Utility Services Act) which, in its significant part, is within the scope and jurisdiction of local and regional government units. There is also a potential obstacle regarding the possible lack of financial resources required for the purchase of vehicles since public transport providers are either legal entities founded by local and regional government units or privately owned legal entities / small enterprises, and consequently the above entities can not only administratively be imposed obligations to implement compulsory measures aimed at improving access to services for persons with disabilities, which obligations require their financial investment.

The development and implementation of accessibility policies are a precondition for achieving equal opportunities, independent living and active participation of persons with disabilities in community life.

Achievements summary for 2007-2015

- The Ministry of Construction and Physical Planning has improved the legal framework in order to ensure accessibility of buildings and the new Construction Act (Official Gazette No. 153/13) was taken as well as the Ordinance on the Accessibility of Buildings to Persons with Disabilities and Reduced Mobility (Official Gazette No. 78/13). The above Ministry supervises the implementation of the Act and regulations passed on grounds of this Act, as well as the legality of the work and practice of administrative bodies acting under local and regional government units, legal persons with public authority, authorized persons etc. Misdemeanour provisions are provided for all stages of construction and for all construction participants (investor, designer, contractor, supervising engineer and auditor) in case the accessibility provisions are not applied. Moreover, buildings which are not built in accordance with the accessibility provisions cannot obtain a use permit.
- The procedure of construction works on providing accessibility of existing buildings is simplified to the maximum extent possible. Thus, without a construction permit and a main project, construction may be done on stairs, hallways and other spaces for accessing the building, as well as inside the building and in public areas, to facilitate smooth access and movement for persons with mobility problems, if this does not disturb the function and purpose of the building, if it does not affect the fulfilment of fundamental requirements for the construction of mechanical resistance and stability or safety in the event of fire or meeting the location conditions, and on the elimination of grade separation, installation of sound devices on traffic light and installation of tactile surfaces in buildings and on public traffic areas (Ordinance on Simple and Other Buildings and Construction Works - Official Gazette No. 79/14).
- Construction inspection monitors building construction and, during the inspection, it examines the compliance of works with documentation (building permit, main project). If irregularities

are found in relation to accessibility application, a deadline for alignment is given and, after the deadline, fines are imposed by construction inspectors in accordance with the Instruction on Fines in the implementation of the Construction Inspection Act (Official Gazette No. 122/14).

- The project of addressing the accessibility of facilities for persons with disabilities, initiated by the Ministry of Croatian Veterans in 2004, sought to co-finance local and regional government units to adapt as many public buildings as possible. Besides adapting the existing facilities for which there were no legal obligations to incorporate accessibility elements during construction, the added value of the project is also the fact that it enabled the adaptation of public buildings in rural areas. The said Ministry of Croatian Veterans has secured a special budgetary position for the implementation of the Project for Providing Facility Accessibility for Persons with Disabilities.
- Regional railway currently uses 24 electric-motor-driven low-floor trains adapted to persons with disabilities and persons with reduced physical mobility and they are equipped with appropriate means of communication.
- Train stations today are only partially (and predominantly only in larger city centres) equipped with communication tools based on universal design aimed at facilitating communication with people with disabilities (special information monitors, induction loop systems etc.).
- In prescribed education plans and programmes/curricula and through compulsory and elective courses, facultative classes and/or extracurricular activities, the Ministry of Science, Education and Sports, continuously stimulated the development of universal design in secondary vocational schools. Educational content related to universal design enable students to acquire knowledge, skills and competences for designing products, buildings and the environment. Universal design is an integral part of education in subjects such as: culture of living, housing culture, spatial design, interior design, furniture restoration, design drawing, automatic design, architectural construction, spatial information systems and many more.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The recommendation of the Committee is that the State Party approaches the accessibility of buildings, places and transport as well as access to information and communication services as stated in the General Commentary of the Committee No. 2 (2014) and make plans to improve accessibility with clearly defined and realistic deadlines and indicators. Organizations of persons with disabilities should be involved in the planning and implementation of these plans. Furthermore, it is the Committee's recommendation to allocate sufficient resources to realize the accessibility of public and private transport.

Objectives and Expected Results 2017-2020

- Adopting the Technical Regulation on Accessibility of Buildings for Persons with Disabilities and Reduced Mobility in accordance with the principles of European harmonization of technical legislation replacing the existing Ordinance on Ensuring Accessibility of Buildings for Persons with Disabilities and Reduced Mobility (Official Gazette No. 78/13). Given that, in the latest EU legislation, "accessibility" is included in the basic requirement of "safety and accessibility during use", the current Ordinance on Ensuring Accessibility of Buildings for Persons with Disabilities and Reduced Mobility will be aligned according to the principles of European harmonization of technical legislation by adopting the Technical Regulation. In the Technical Regulation, apart from the implementation of harmonization, certain minor modifications and/or amendments will be prescribed to improve the accessibility of buildings and spaces for persons with disabilities and reduced mobility.
- Securing accessibility in every new construction and every reconstruction of existing buildings.
- Recording buildings owned by the Republic of Croatia with recorded activities performed in

the building or in a part thereof⁴.

- Recording all buildings and facilities used by the Croatian public authorities and, in all buildings/facilities, recording the level of accessibility according to spatial conditions (e.g. accessible entrance, communication, elevator, stairs, toilets, counters, advertisement board, orientation plan, inductive loop, workplace).⁵
- Ensuring better and easier access and use of public transport services for people with disabilities, taking into account regional equality.
- Improved access to information on road, rail, maritime and air traffic services.
- Awareness of the employees of secondary vocational schools on the application of universal

⁴ Having the Act on Amendments to the Act on Organization and Scope of Ministries and Other Central Government Bodies (Official Gazette No. 104/16) entered into force on 13th November 2016, the Central State Office for State Property Management has ceased its operations, and the Ministry of State Property takes over the work, equipment, archives and other documentation, work resources, financial resources and the rights and obligations of the Central State Office for State Property Management.

The Ministry of State Property is a co-ordinating body managing state property in relation to the central state administration bodies and other bodies or legal entities established by special laws, which bodies are holders of state property. The Ministry of State Property establishes and keeps the State Property Register, but it also obliged to provide data to the Register for that property managed by the Ministry of State Property. In addition to the Ministry of State Property, there are some 700 entities providing data to the Register related to state property they manage or use, or which property they are holders of. The existing Registry has been set up to publish the latest data on a monthly basis, exclusively dependent on data received from data providers, which is also a limiting moment in terms of data comprehensiveness. Moreover, although according to the provisions of the Act on the Management and Use of Property Owned by the Republic of Croatia (Official Gazette Nos 94/13 and 18/16) and the Regulation on the State Property Register (Official Gazette No. 55/11) there is an obligation to submit the data to the Register, a noticeable part of the data providers does not submit the data to the Register. The data upgrade of the State Property Register through the State Property Information System Project (ISUDIO) does not provide for a mandatory structure of records of occurring forms of state property by type of activity. Namely, the Register reform starts with the instruction of the Ministry of Finance explicitly stating that the occurring forms of state property are classified according to the basic accounts in the Budget Accounting Plan. For example, for residential buildings, office buildings, buildings of scientific and educational institutions, sports halls and recreational facilities, roads (as categories of budget accounting plan) include features i.e. attributes such as asset functionality and manner of usage, but according to different types of property management (lease, rent, administrative use, granting for use, etc.). Special statuses of property restricting their availability (cultural property status, sports and recreational facility, monument heritage, educational institutions, etc.) are explicitly mentioned. The data on the type of activity (public vs. business) is an additional information which the data providers - state property users would be obliged to submit to the State Property Register in relation to the applicable regulations, which activity requires the software customization of the information and application system, as well as the modification of implementing regulations defining a set of property data.

Implementation of the ISUDIO project assumes the phase of programme upgrading through several fiscal periods, and the implementation is also dependent on the implementation of public tenders and the adoption of implementing regulations which establish the obligation to deliver an expanded set of data in relation to the existing structure of the Register.

⁵ It is beneficial for as many bodies as possible to be accommodated in the premises owned by the Republic of Croatia. However, the recording of buildings used by the Croatian state administration bodies (which are and are not in its possession - rental of buildings and / or premises) is subject to constant changes, since the bodies constantly relocate from spaces owned by the Republic of Croatia into spaces not owned by the Republic of Croatia according to their needs and the availability of business premises. The existing and planned structure of the State Property Register and internal records of the Ministry of State Property for property managed by the Ministry of State Property does not include data on the level of accessibility thereof. The data on the availability level is an additional information which the data providers - state property users would be obliged to submit to the State Property Register in relation to the applicable regulations, which activity requires the software customization of the information and application system, as well as the modification of implementing regulations defining a set of property data.

design. - Applying the principle of universal design in all areas of everyday life.					
Measure 1 Monitor the implementation of regulations to ensure the accessibility of buildings for persons with disabilities and reduced mobility in the construction of new and reconstruction of existing buildings					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Monitor the implementation of regulations for the accessibility of buildings for persons with disabilities and reduced mobility in the construction of new buildings and reconstruction of existing buildings in accordance with the Ordinance on Ensuring Accessibility of Buildings for Persons with Disabilities and Reduced Mobility	- reduced number of interventions in the procedures for issuing acts for construction	Lead partners: MGIPU, LRGU	funds from the state budget within the regular activity	continuous	In 2015, a total of 15 interventions were recorded in the process of issuing acts (out of a total of 10,234), more specifically, 8 interventions in the process of issuing acts for construction and 7 interventions in the process of issuing use building permits.
2. Draft a consolidated survey form for to ensure the quality and accuracy of data collection for the preparation of consolidated annual reports for the counties and the City of Zagreb on the total number of	- annual reports which contain the total number of issued acts and data on the number of acts issued upon previous intervention with regard to the observed inapplication of accessibility	Lead partners: LRGU - Administrative departments for construction and physical planning of all counties and the City of Zagreb	funds from the LRGU budget within the scope of regular activity	continuous - once a year	No unified collection mechanisms have been developed involving data from all LGUs on the number of issued acts and data on the number of acts issued upon previous intervention due to the observed inapplication of accessibility provisions for the drafting of unified

<p>issued acts, and survey the local and regional government units on the number of interventions (recorded irregularities) in the procedure of issuing these acts because of the inapplication of provisions on accessibility of buildings with the obligation to submit data to the Ministry of Construction and Physical Planning on 31 January at the latest in the current year for the previous year</p>	<p>provisions based on the submitted data of all local and regional government units</p>				<p>annual reports at the RGU level.</p>
<p>3. Draft unified annual reports and analyses at the level of the Republic of Croatia on the total number of issued acts for construction and the total number of usage licenses issued and on the number of interventions (irregularities recorded) in the procedures for issuing these acts due to inapplication of provisions on accessibility of buildings</p>	<p>- annual reports which contain the total number of issued acts and data on the number of acts issued upon previous intervention with regard to the inapplication of accessibility provisions at the state level</p>	<p>Lead partner: MGIPU</p>	<p>funds from the state budget within the regular activity</p>	<p>continuous - once a year</p>	<p>Every year, MGIPU compiles a consolidated report, but it cannot be argued with certainty that counties have collected and processed data from all their offices and cities.</p>

4. Establish unified annual reports and analyses at the level of the Republic of Croatia on the total number of building inspections obliged to apply the provisions of accessibility and the number of detected irregularities due to inapplication of provisions on these buildings	- annual reports which contain the total number of inspections performed and the number of irregularities on buildings required to apply accessibility provisions at the state level	Lead partner: MGIPU	funds from the state budget within the regular activity	continuous - once a year	Inspection Directorate of MGIPU carried out a total of 286 inspections in 2015, including 138 on public and commercial buildings (115 on buildings and 23 on roads) and 148 on residential buildings. There were 13 irregularities recorded, more specifically 9 on public and commercial buildings (on buildings) and 4 on residential buildings.
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Measure 2 Adoption of a Technical Regulation on Ensuring Accessibility of Buildings for Persons with Disabilities and Reduced Mobility

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Develop and implement the Technical Regulation on Ensuring Accessibility of Buildings for Persons with Disabilities and Reduced Mobility in order to improve the accessibility of buildings and facilities to these persons	- Technical Regulation on Ensuring Accessibility of Buildings for Persons with Disabilities and Reduced Mobility brought	Lead partner: MGIPU	state budget funds within regular activities	2017	The existing Ordinance on Ensuring Accessibility of Buildings for Persons with Disabilities and Reduced Mobility is not fully in line with the principles of European harmonization of technical legislation.

Measure 3 Recording of buildings owned by the Republic of Croatia					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Create unified records of buildings owned by the Republic of Croatia with recorded activities performed in the building or in a part thereof.	- records of buildings owned by the Republic of Croatia created	Lead partner: MDI	state budget funds within regular activities	31st December 2018	Data in the State Property Register ⁶ and data in the records of the former DUUDI ⁷ on 31st December 2015. (link to Register: http://registar-umovina.gov.hr/default.aspx?action=nekretnine)

⁶ Minimum standardized set of data on the various occurring forms of property owned by the Republic of Croatia, which data are submitted to the State Property Register by the state administration bodies and other institutions, i.e. data providers which manage, dispose and/or use the property, and/or which are the holders thereof, and in accordance with Article 61 of the Act on Management and Disposal of Property owned by Republic of Croatia (Official Gazette Nos 94/13 and 18/16) and Article 25 of the Regulation on the State Property Register (Official Gazette No. 55/11). Property is a variable category, part of it is the subject of resolving property rights, and the Republic of Croatia constantly acquires new forms of property, while it manages and disposes with others by donation, selling or other forms of management and disposition, and the ownership, and thus the scope of property in the Register, changes almost on a daily basis. The scope of property in the Register depends on the comprehensive data delivery by a number of asset managers/users. To conclude, the State Property Register cannot be characterized by the term "final list" or cumulation throughout the years.

⁷ Data on buildings owned by the Republic of Croatia and managed by the Ministry of State Property, is an extended set of described data on occurring forms compared to those available in the Register, as, according to implementing regulations, certain data may not be subject to public disclosure and is important to institutions as a basis for management.

Measure 4 Recording of buildings used by state administration bodies of the Republic of Croatia (which buildings are owned and which are not owned by the state - rental of buildings and/or facilities) with a recorded level of accessibility

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Create a consolidated register of buildings used by state administration bodies, and record buildings owned and those which are not owned by the Republic of Croatia with the registered owner of the building/facility. Determine the level of accessibility for each building (record which accessibility element is met).	- records of buildings used by state administration bodies of the Republic of Croatia including their level of accessibility created for the purpose of planning further realization of the accessibility of these buildings/facilities	Lead partner: MDI	funds from the state budget within the regular activity	31st December 2018	Data in the State Property Register ⁶ and data in the records of DUUDI ⁷ on 31st December 2015. (link to Register: http://registar-izgovina.gov.hr/default.aspx?action=nekr etnine)

Measure 5 Providing accessibility of buildings used by the public authorities of the Republic of Croatia (owned by the Republic of Croatia and in lease)

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Develop an accessibility assurance plan for buildings used by state administration bodies and public administration	- plan for realizing accessibility of buildings used by state administration bodies developed	Lead partners: SAB and the public administration body which has taken over the	funds from the state budget within the regular activity	continuous	There is no accessibility assurance plan for buildings used by state administration bodies and public administration bodies

bodies		property under adaptation Partners: MDI			
2. Construct accessibility elements on the buildings used by state administration bodies according to the established records (in full or in a way that is not ensured)	- accessibility of the buildings used by the state administration bodies of the Republic of Croatia to the extent required	Lead partners: SAB and the public administration body which has taken over the property under adaptation Partner: MDI	funds from the state budget within the regular activity	continuous	Accessibility of buildings used by the public authorities of the Republic of Croatia is not fully ensured and there are no complete data with the recorded level of accessibility of these buildings.
3. Provide a special budget position for planning and displaying funds spent for removing construction barriers and other obstacles, taking into account the introduction of Universal Design	- number of SABs and LRGUs which provided a budgetary position, and number of accommodations made to the existing public utility facilities	Lead partners: all state administration bodies and LRGUs who investing funds for this purpose	funds from the state budget within regular activities, LRGU budget funds and ERDF funds; Ministry of Croatian Veterans provided funds to SB 2017-2019 under heading 041, A 754010 Accessibility of Facilities according to Need of Persons with Disabilities, account 3632, in the amount of HRK 1,500,000.00	continuous	MHB has a special budgetary position for the implementation of the Project for Addressing Accessibility of Facilities for Persons with Disabilities. Other bodies do not have a special budgetary position to remove construction barriers.
Measure 6 Encourage ensuring accessibility to residential facilities for people with disabilities					
Activities	Indicators	Responsible/ implementing	Planned financial resources	Terms/	Initial data (in relation to which achievement shall

		institutions and organizations		Year	be measured)
1. Provide access to residential facilities where people with disabilities live since due to the existing barriers they cannot move independently with orthopedic aids	- number of ensured access points to residential facilities where people with disabilities live	Lead partners: LRGUs and other owners of residential facilities in accordance with the Act on Ownership and Other Real Rights	funds from the mandatory maintenance fees	continuous	There are no data on ensured access points to residential facilities where people with disabilities live and for which funds were secured from the mandatory maintenance fee fund
2. Provide access to residential facilities and adapt residential facilities where HRVIs from the Homeland War who cannot move without wheelchairs and other orthopedic aids live as well as blind HRVIs	- number of realized accommodations	Lead partner: MHB	funds were secured in SB 2017-2019 under heading 041, A 753028 Accommodation of Facilities for the Movement of the most Severe HRVIs, account 3822, in the amount of HRK 400,000.00	continuous	From 2004 until now, 32 accommodations have been made. In 2015, a supplement to the documentation for seven applications submitted during 2014 and 2015 was collected.

Measure 7 Ensuring the accessibility of public transport for persons with disabilities

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
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<p>1. Ensure accessibility of public road transport for persons with disabilities</p>	<p>- number of stations and stops adapted to access and use by persons with disabilities - number of stations and stops equipped with universal-design-based communication means adapted to persons with disabilities - number of road transport vehicles adapted to persons with disabilities</p>	<p>Lead partner: MMPI Partners: LRGUs , associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities</p>	<p>state budget funds within regular activities and ESIF funds</p>	<p>2020.</p>	<p>There are currently 63 bus stations in the Republic of Croatia (category A - 3, category B - 21, category C - 17, category D - 22). Bus stations are partially (and predominantly only in larger city centres) equipped with communication tools based on universal design (special information monitors, induction loop systems etc.). There is a small number of buses specially equipped and adapted for the transport of persons with disabilities in inter-county bus line passenger transport.</p>
<p>2. Ensure accessibility of public rail transport to persons with disabilities</p>	<p>- number of stations and stops adapted to access and use by persons with disabilities - number of stations and stops equipped with universal-design-based communication means adapted to persons with disabilities - number of rail transport vehicles adapted to persons with disabilities</p>	<p>Lead partner: MMPI Partners: HŽ Putnički prijevoz d.o.o., HŽ infrastruktura d.o.o.</p>	<p>funds from regular activities of the partners and European Union funds</p>	<p>2020.</p>	<p>Regional railway currently uses 24 electric-motor-driven low-floor trains equipped with appropriate means of communication. HŽ also uses 3 classic wagons adapted to the transport of persons with disabilities, which wagons are included in the train system when the transport of persons with disabilities is announced. Train stations are only partially (and predominantly only in larger city centres) equipped with communication</p>

					tools based on universal design (special information monitors, induction loop systems etc.).
3. Ensure accessibility of public maritime transport to persons with disabilities	- number of ships equipped with access ramps for persons using wheelchairs - number of ships with special sanitary facilities dedicated for persons with disabilities	Lead partner: MMPI Partners: shipping companies which will operate the public maritime transport of passengers and vehicles	funds from regular activities of the partners and European Union funds	2020.	Most of the ships involved in maritime passenger transport are equipped with access rampways and special sanitary facilities dedicated for persons with disabilities.
4. Ensure accessibility of air traffic for persons with disabilities	- existence of a system for receiving and dispatching passengers with reduced mobility - ensuring accessibility to the terminal for people with reduced mobility - existence of a means for transporting persons with reduced mobility	Lead partner: MMPI Partners: international airports, airports and airfields	funds from regular activities of the partners and European Union funds	2020.	Airports in the territory of the Republic of Croatia meet many of the prerequisites for receiving and dispatching passengers with reduced mobility.
Measure 8 Ensuring mobility and equal accessibility to public roads and highways for people with disabilities					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Exemption from payment of annual fee and toll for persons	- number of realized exemptions from the annual	Lead partner: MMPI	funds from the state budget within the	continuously	During 2015, a total of 33,182 exemptions from the annual fee for

with disabilities	public road usage fee payable at personal vehicle registration - number of realized exemptions from tolls generated for the use of highways and facilities under toll (e.g. bridge, tunnel, viaduct etc.)		regular activity		passenger cars were realized and a total of 364, 242 exemptions form tolls for the use of highways and facilities under toll.
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Measure 9 Encourage the development of Universal Design⁸

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Raise awareness of and encourage the application of universal design through the education of secondary vocational school employees	- number of held professional training of secondary vocational school employees on universal design	Lead partner: ASOO Partners: MZO, secondary vocational schools in the Republic of Croatia, associations of persons with disabilities	funds are secured in SB 2017-2019 under heading 080, A848010 Professional Advisory Activity, account 32, in the amount of HRK 5,000.00	continuous	Education of secondary vocational school employees on universal design in school year 2015/2016 were not implemented.

⁸ According to Article 2 of the UN Convention on the Rights of Persons with Disabilities, "universal design" means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for accommodation or specialized design. "Universal design" shall not exclude assistive devices for particular groups of persons with disabilities where this is needed.

7 PROFESSIONAL REHABILITATION, EMPLOYMENT, WORK, AND PENSION INSURANCE

Recruitment is a key element of involvement and economic independence of all citizens and one of the fundamental human rights. Croatia as a party to the Convention has undertaken to encourage the employment of persons with disabilities in the open labour market by applying the principles of anti-discrimination policy. The prohibition of discrimination refers to all forms of employment, starting with the selection of candidates for employment, job performance and safe working conditions, while using the right to advantage in employment in the public sector for persons with disabilities facilitates employment in comparison with other candidates with equal professional and other conditions required for the job.

As professional rehabilitation is a precondition for increasing the employability and social inclusion of people with disabilities in the open labour market, in protected conditions or in another model of self-employment, the development of a model of systematic and quality professional rehabilitation is also one of the important social priorities. Advancement of the position of persons with disabilities in the labour market depends on the coordinated functioning of different systems, and a special role is held by the education system which prepares children with developmental difficulties for the labour market. Moreover, it is necessary to continuously raise awareness of the need to recruit persons with disabilities in order to fulfil their potential and contribute to the development of society on equal grounds with other citizens.

Achievements summary for 2007-2015

- By adopting the Law on Professional Rehabilitation and Employment of Persons with Disabilities (Official Gazette Nos 157/13 and 152/14) and subordinate legislation have made a major step forward in the effort to create a quality and efficient system of professional rehabilitation and employment of persons with disabilities in Croatia. According to the Law, the procedure of professional rehabilitation is initiated and financed by the service contracting authority, and the manner of implementation is regulated by a contract concluded between the service contracting authority and the professional rehabilitation centre. The Croatian Employment Service decides on the right to professional rehabilitation of unemployed persons with disabilities. Professional rehabilitation centres are institutions the task of which is to train persons with disabilities systematically and in line with the labour market requirements, as well as to provide professional support to employers when recruiting persons with disabilities. During 2015, four professional rehabilitation centres were established in Zagreb, Rijeka, Osijek and Split in cooperation with the local and regional government units. Equality in providing professional rehabilitation services is ensured through the adoption of the Professional Rehabilitation Services Standard. In addition to the Services Standard, the Professional Rehabilitation Services Pricelist was also adopted. The new Act introduced a significantly different and more stimulating system of employment of persons with disabilities in comparison to the old Act. The Act provides that persons with disabilities may be employed in the open labour market or under special conditions (in integrative and protective workshops), and it prescribes the employer's obligation to ensure a reasonable accommodation of the workplace. The most significant novelty introduced by the Act is the quota system for the employment of persons with disabilities, which system is in effect from 1 January 2015, and it obliges all employers employing at least 20 workers to hire a certain number of persons with disabilities at appropriate workplaces under appropriate working conditions. Unlike the old Act which stipulated the obligation to employ persons with disabilities only for employers in the public sector, the new Act extended this obligation to employers from the real sector, and it

established an appropriate monitoring and control system for the employment of persons with disabilities, which obligation had not previously existed. The Act stipulates that, in addition to recruiting persons with disabilities, the quota obligation can also be met in a number of alternative ways (for example, by signing a contract on business cooperation with protective and integrative workshops, accepting students with developmental difficulties to complete internships, funding scholarships for regular education of persons with disabilities etc.). The Act also provided for a reward system for non-quota employers who still employ people with disabilities as well as for employers employing more people with disabilities than the prescribed quota. Those employers who do not meet the quota either by employment or in an alternative way, shall be obliged to pay 30% of the minimum salary amount monthly for each person with disability they were required to hire. Funds paid as remuneration are used solely for the purpose of paying incentives and rewards for employment of persons with disabilities, and for the implementation of programmes and projects for the employment of persons with disabilities.

- Although the trend of employment of people with disabilities has been steadily increasing in the last ten years, the biggest increase has been recorded just after the implementation of the new Act on Professional Rehabilitation and Employment of Persons with Disabilities (Official Gazette Nos 157/13 and 152/14). During 2015, a total of 2,613 persons with disabilities (39,21% more than in 2014, when 1,877 persons with disabilities were employed) were employed from the register of the Croatian Employment Service. Out of the total number of employed persons with disabilities, a total of 2,503 (95.79%) persons were employed on grounds of employment, and 110 (4.21%) persons based on other business activities (professional work-based training without employment, registration of a company, small enterprise, service contract etc.). As of 31st December 2015, a total of 7,303 persons with disabilities were registered in the register of the Croatian Employment Service, accounting for 2.6% of the population of the unemployed in the Service register. This is the largest number of registered persons with disabilities in the register of the Croatian Employment Service in the last ten years. The active employment policy measures in 2015 include a total of 1,668 persons with disabilities, of whom 1,094 persons have been newly included since 1st January 2015. In the same period last year, there were 721 newly included persons with disabilities, indicating that, in the same period this year, their number increased by 51.73%.
- With its annual programmes of stimulating entrepreneurs and small entrepreneurs, the Ministry competent over entrepreneurship is continuously implementing measures to encourage the competitiveness of small entrepreneurship and strengthen their market position. Women entrepreneurs, entrepreneurs with difficult social conditions and people with disabilities were particularly stimulated in the "Entrepreneurial impulse" through a system of preferential additional scoring in all available incentive measures.
- Through the competitions for funding professional associations, the Ministry of Tourism participated in funding projects aimed at the needs of persons with disabilities and their integration into the labour market in the tourism sector.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Committee recommended that the State Party prepare and implement - in cooperation with organizations of persons with disabilities - an action plan to increase the employment rate of persons with disabilities in the open labour market. It also recommends that the quota system be complemented by other incentives for employers employing people with disabilities. The obstacles to employment of people with disabilities should be analysed and corrected. It is necessary to regulate and monitor reasonable workplace accommodation - including supportive employment - as well as job accessibility.

Objectives and Expected Results 2017-2020

- The common goal of all services in the field of professional rehabilitation and employment of persons with disabilities is to improve their integration, increase their employability, facilitate their career choices and facilitate their transition to the labour market.
- Through the development of training programmes for persons with disabilities, their employment opportunities improved.
- Regularly updated records on the number of persons with disabilities employed in the public sector (every three months) on grounds of which the growth/decrease of their number can be monitored.

Measure 1 Analyse, monitor, and improve the application of existing legislation and current policies in the field of rehabilitation and employment of persons with disabilities

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Develop procedures for involving temporarily unemployable persons with disabilities in programmes of social and work inclusion through project implementation	- procedure which will be the basis for the adoption of the Ordinance on the Social Inclusion of Temporarily Unemployable Persons with Disabilities developed	Lead partners: MRMS, HZZ, MDOMSP Partners: associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	state budget funds within regular activities and ESIF funds	2017	At present, there are no programmes of work and social inclusion for temporarily unemployable persons with disabilities.
2. Coordinate the work of professional rehabilitation centres: hold coordination meetings in all centres on an annual basis and regularly report to the Department for Expertise, Vocational	- annual plans involving work of professional rehabilitation centres drafted - annual reports compiled for ZVPRZOSI -	Lead partners: MRMS, ZVPRZOSI, professional rehabilitation centres	funds were secured in SB 2017-2019 under heading 086, under chapter 08635, A875002-Financing and Co-Financing of the Professional	continuous	4 regional rehabilitation centres have been established by the end of 2015 (Zagreb, Rijeka, Split and Osijek).

Rehabilitation and Employment of Persons with Disabilities on the work of the centres	implementation of professional rehabilitation		Rehabilitation Programme : in 2017 in account 3211 in the amount of HRK 100,000.00; in 2018 in account 3211 in the amount of HRK 200,000.00; in 2019 in account 3211 in the amount of HRK 200,000.00		
3. Educate advisers for persons with disabilities in the Croatian Employment Service on amendments to the legislation on employment, retirement insurance, social welfare, professional rehabilitation and other professional issues related to different types of disability	- number of completed training sessions - number of educated workers	Lead partner: HZZ Partners: MRMS, HZMO, MDOMSP, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	state budget funds within regular activities and ESIF funds	continuous	In March 2015, training was held for recruitment advisers for persons with disabilities in view to improve the competences of advisers in determining the status of persons with disabilities in conjunction with the Amendments to the new Act on Professional Rehabilitation and Employment of Persons with Disabilities and the Amendments to the related Ordinances, which came into force after the training held for members of the Professional Rehabilitation Committee held

					in September 2014. 25 recruitment advisers were involved in the training. Representatives of HZZ participated at the conference "People with disabilities and employment: Inclusion through business and achievement of the goal" in Zadar in 2015.
4. To network and link existing vocational guidance services in the regional offices of the Croatian Employment Service and career information and guidance centres with professional rehabilitation centres with the aim of more effective collaboration	- the number of networked services for vocational guidance centres with professional rehabilitation centres	Lead partners: MRMS, HZZ, centres for professional rehabilitation	funds from the state budget within the regular activity	continuous	The Committee for the Determination of Disability in relation to the work at ZVPRZOSI ceased work, and the determination of disability in relation to labour was taken over by professional rehabilitation centres that need to be networked with HZZ in order to exchange the existing documentation on the person and for the possibility of cooperation and a holistic approach to personal and professional development of a person.
5. Exchange information on persons with disabilities from	- elaborated data exchange protocol	Lead partners: MRMS, HZZ,	funds from the state budget within the	continuous	The HZZ is currently exchanging data with the HZMO,

<p>different systems (IT support and elaborated data exchange protocols - Croatian Institute of Public Health (Register on Persons with Disabilities), Croatian Pension Insurance Institute (Register), Vocational Rehabilitation Centre, Institute for Expertise, Vocational Rehabilitation and Employment of Persons with Disabilities, the Croatian Employment Service) and monitor the exchange of data on persons with disabilities from different systems</p>		<p>ZVPRZOSI, professional rehabilitation centres Partners: MDOMSP, MZO, MHB, HZMO, HZJZ</p>	<p>regular activity</p>		<p>and the development of a Data Exchange Agreement with the HZJZ (Register on Persons with Disabilities) is in progress. Likewise, ZVPRZOSI is currently exchanging data with HZMO (data from the Register).</p>
<p>6. Provide a special budget position to show the planned and spent funds for the implementation of professional rehabilitation</p>	<p>- an established special budgetary position in the state budget</p>	<p>Lead partners: ZVPRZOSI, HZMO, HZZ, 7MDOMSP Partner: MF</p>	<p>funds were secured in SB 2017-2019 under heading 086, under chapter 08635, A875002-Financing and Co-Financing of the Professional Rehabilitation Programme : in 2017 in account 3722 in the</p>	<p>continuous</p>	<p>There is no specific budgetary position in the state budget.</p>

			amount of HRK 1,500,000.00; in 2018 in account 3722 in the amount of HRK 1,500,000.00; in 2019 in account 3722 in the amount of HRK 1,500,000.00		
Measure 2 Provide active employment policy measures for people with disabilities in the open labour market					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Regularly inform the public and employers about the needs and opportunities of employment of people with disabilities in the open labour market - conducting regular campaigns, organizing periodic events for the purpose of sensitizing and exchanging experiences and examples of good practices for employment of people with disabilities in the open labour market	- The number of participants of MRMS, HZZ, ZVPRZOSI and other competent bodies in informational television and radio shows and information gatherings or events in the observed year in relation to the previous period	Lead partners: MRMS, HZZ, ZVPRZOSI Partners: MDOMSP, MGPO, MHB, centres for professional rehabilitation (social welfare institutions that conduct rehabilitation or provide "work centres"), scientific institutions, LGRUs, associations of persons with disabilities and	funds were secured in SB 2017-2019 under heading 086, chapter 08635, A875001-Administration and management: in 2017 in account 3237, in the amount of HRK 250.000,00; in 2018 in account 3237 in the amount of HRK 250,000.00; in 2019 in account 3237, in the amount of HRK 250.000,00	continuous	Regional Offices of the HZZ regularly inform the public and employers about the employment opportunities of persons with disabilities, organize various events for the promotion of employment of persons with disabilities and organize workshops for the preparation of persons with disabilities for employment. ZVPRZOSI traditionally participates in the organization of an annual international expert meeting on

		associations the programme of which acts in favor of persons with disabilities			the topic of professional rehabilitation and employment of persons with disabilities. ZVPRZOSI also actively participates in projects aimed at sensitizing society in its entirety, and primarily employers, on the needs of people with disabilities and their work potential. In addition, ZVPRZOSI continuously informs employers about the possibilities of obtaining employment incentives for persons with disabilities.
2. Assign state incentives and monitor the allocation of state incentives to economic entities employing persons with disabilities in the open labour market	- number / type of economic entity employing persons with disabilities in the observed year in relation to the previous - number of employed persons with disabilities for whom employers receive benefits for employment	Lead partners: MRMS, ZVPRZOSI Partner: HZZ	funds were secured in SB 2017-2019 under heading 086, A689023 Active employment policy; A689036 Beneficiaries of Active Employment Policy Measures and T689035 OP Efficient Human Resources,	continuous	A total of 1 668 persons with disabilities was included in active measures of employment policy in 2015, of whom 1 094 persons were newly included, which is an increase of 51.7% compared to the number of newly included persons in 2014. Most persons with disabilities were employed via financing / co-financing through

	<p>according to regulations, in the observed year in relation to the previous - an increased rate of employed persons with disabilities for which employers receive employment incentives in the observed year in relation to the previous</p>		<p>accounts 35, 36, 37 and 38 in the amount of HRK 19,607,732.00 in 2017 and in the amount of HRK 33,420,543.00 on an annual level in 2018 and 2019.</p>	<p>Public works, 1 093 of them. With the use of employment incentives, 273 people with disabilities are employed, with the largest number being included in the measure Co-financing employment of persons with disabilities, employing 252 people with disabilities. Self-employment incentives were used by 24 people with disabilities, and 120 persons were included in disability education programmes according to the needs of the labour market. Through the measure <i>Professional training for work without employment</i> in 2015, 135 people with disabilities were included. In 2015, ZVPRZOSI paid HRK 39,997,789.72 to employers for employment of persons with disabilities. The incentives were used by 463</p>
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					employers for 1 427 people with disabilities (710 women and 717 men). In 2015, there was an increase in the number of employers of beneficiaries, as well as an increase in the number of employed persons with disabilities on account of whom employers received incentives in relation to the previous year.
3. Assess the current system of state incentives for economic entities and their suitability with regard to the needs of persons with disabilities and the labour market dynamics, and propose the necessary changes	- an independent evaluation report of government incentives has been drafted including recommendations/necessary modifications	Lead partners: MRMS, ZVPRZOSI, HZZ Partners: associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	state budget funds within regular activities	continuous	The results of the "External Evaluation of Active Policy of Labour Market Measures 2010-2013" project have demonstrated the effectiveness of implementing employment incentives, self-employment incentives and public works, while certain corrections are necessary in implementing the education of the unemployed, as well as professional training incentives.
4. Monitor and regularly report on the	- data from the recommend	Lead partners: ZVPRZOSI,	funds from the state budget	continuous	During 2015, a total of 2,613 persons with

<p>implementation of the quota employment system involving persons with disabilities as well as their employment in the open labour market and under special conditions, and introduce in due time the necessary changes to improve the implementation of these activities</p>	<p>ation report/necessary changes (reports are published on the HZZ and ZVPRZOSI websites)</p>	<p>HZZ, MRMS Partners: MDOMSP, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities</p>	<p>within the regular activity</p>	<p>disabilities registered in the HZZ records were employed. Out of the total number of persons with disabilities, a total of 2,503 (95.8%) persons were employed on grounds of employment, and 110 (4.2%) persons based on other business activities (professional work-based training without employment, registration of a company, small enterprise, service contract etc.). On 31st December 2015, a total of 7,303 persons with disabilities were registered in HZZ records, accounting for 2.6% of the unemployed registered in HZZ records. On 31st December 2015, there were 8,530 entities under obligation of quota employment, while 11,389 persons with disabilities were registered in the Register of Employed Persons with Disability.</p>
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<p>5. Encourage the participation of women with disabilities in the labour market, taking into account their individual needs and the demands of the local labour market</p>	<p>- increased share of women with disabilities in the population of persons with disabilities</p>	<p>Lead partner: MRMS Partners: HZZ, ZVPRZOSI, associations of persons with disabilities</p>	<p>funds from the state budget within the regular activity</p>	<p>continuous</p>	<p>Considering the gender structure of unemployed persons with disabilities, men are predominant in HZZ records, more specifically 4,214 men amounting to 57.7%, while there were 3,089 women amounting to 42.3%. During 2015, a total of 1,664 men with disabilities (63.7% of the total number of employed persons with disabilities) and 949 women (36.3%), all registered in HZZ records, were employed. The total number of persons with disabilities involved in active policy measures consists of 984 men with disabilities (59%) and 684 (41%) women.</p>
<p>6. Develop a system of additional education involving specialists for special areas of professional rehabilitation</p>	<p>- a system of additional education developed</p>	<p>Lead partners: MRMS, MZO, ASOO, ERF Partners: HZZ, ZVPRZOSI</p>	<p>funds were secured in SB 2017-2019 under heading 086, under chapter 08635, A875003-Reliefs and incentives in employing persons with</p>	<p>continuous</p>	<p>In 2015 ZVPRZOSI has held training sessions for expert team members at CPR Zagreb and CPR Osijek covering the following: - Professional rehabilitation service standards - Professional</p>

			<p>disabilities: In 2017, account 3721 in the amount of HRK 69,000,000.00; In 2018, account 3721 in the amount of HRK 69,000,000.00; In 2019, account 3721 in the amount of HRK 69,000,000.00</p>		<p>rehabilitation (contracting authority HZMO) - Legal and by-law legislation regulating professional rehabilitation - Presentation of cases by the ZVPRZOSI expert team - Visual impairment (rehabilitation and assistive technology). ZVPROSI continuously provides expert support and counselling to CPR Zagreb and CPR Osijek employees, primarily in establishing new methods of work, conducting rehabilitation assessment as the first professional rehabilitation service and complying with legal regulations.</p>
<p>7. Encourage employment of persons with disabilities, victims of domestic violence through provision of individualized support in cooperation with associations, lifelong learning institutions, local</p>	<p>- Number of employed persons with disabilities who are victims of domestic violence</p>	<p>Lead partners: MRMS, HZZ Partners: MDOMSP, HZZ, LRGUs, associations of persons with disabilities and associations the</p>	<p>funds from the state budget within the regular activity</p>	<p>continuous</p>	<p>In 2015, a total of 262 unemployed persons victims of domestic violence were registered in all HZZ local and regional offices. 17 victims of domestic violence were involved in active job search and psychosocial support workshops (6.5%</p>

<p>and regional government units and employers</p>		<p>programme of which acts in favor of persons with disabilities, lifelong learning institutions</p>		<p>of the total number of domestic violence victims registered in HZZ records). 26 unemployed persons in this group (9.2%) were involved in activities of professional orientation and assessment of their remaining work ability. In order to improve competences, professional skills and employability improvements, 7 people from this group (2.7%) were involved in educational activities. Through HZZ mediation, 108 persons - victims of domestic violence- were employed. A total of 49 unemployed persons victims of domestic violence were included into Active Employment Policy Measures, of which 44 victims were involved in Public Works, of which 42 were women and 2 were men, at a cost of HRK 1,086,750.65. Through the measure entitled Employment Co-</p>
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					<p>financing of Special Groups of the Unemployed, 5 persons victims of domestic violence, of which 4 were women, were employed from the Register of the Unemployed. The total cost was HRK 119,600.00. In order to increase the sensitization of employers for the employment of persons - victims of domestic violence, the HZZ representatives organized 35 different activities which included roundtable discussions, forums and seminars for employers as well as presentations of the Active Employment Policy Measure. 40 unemployed persons victims of domestic violence registered in HZZ records were involved in activities of various community projects.</p>
<p>Measure 3 Ensure effective protection against discrimination in the area of employment and work of persons with disabilities (preventive measures and supervision)</p>					
Activities	Indicators	Responsible/ implementing institutions and	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be

		organizations			measured)
1. Follow the enrolment of persons with disabilities in the Register of Employed Persons with Disabilities, regularly update the Register, control and advancement of the Register keeping methodology	- number of received reports - The number of persons with disabilities registered in the Register	Lead partners: HZMO, MRMS, ZVPRZOSI	funds from the state budget within the regular activity	continuous	According to HZMO data submitted monthly to ZVPRZOSI, on 31st December 2015, there were 11 389 persons with disabilities registered in the Register of Employed Persons with Disabilities.
Measure 4 Increase the availability of information and education to promote the various forms of self-employment involving persons with disabilities, and provide effective measures to encourage self-employment of persons with disabilities					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Collect and publish information and examples of good practice on the official website of the competent authorities promoting the various forms of self-employment of persons with disabilities, and organize periodic targeted education on self-employment	- available examples of good practice involving self-employment of people with disabilities - availability of education on self-employment and the number of participants in such education - number of self-employed persons with disabilities	Lead partners: MRMS, MGPO, HZZ, ZVPRZOSI, LRGUs Partners: associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds from the state budget within the regular activity	continuous	Information on the possibilities and forms of employment of the unemployed, including persons with disabilities, is regularly published on the website of the competent authorities.

	who are ZOSI beneficiaries				
2. Implement measures to encourage self-employment of persons with disabilities (especially women with disabilities) in accordance with their individual needs and demands of the local labour market	- number of self-employed persons with disabilities - number of self-employed women with disabilities	Lead partners: MRMS, ZVPRZOSI, HZZ Partners: associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities, LRGUs	state budget funds within regular activities and ESIF funds	continuous	In 2015, a total of 24 persons with disabilities, of which 7 were women, benefited from HZZ self-employment support.
Measure 5 Develop a model of non-profit (social) entrepreneurship and other models of social employment of persons with disabilities in Croatia, including employment with support in line with successful international practices					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Draft and conduct tenders for financing professional training and specialization projects involving persons with disabilities for work in tourism and catering, projects tailored to their needs, including training lecturers/mentors regarding how to work with	- number of persons with disabilities who have completed professional training and specialization programmes	Lead partner: MT Partners: educational institutions, vocational associations, associations of persons with disabilities and associations the programme of which acts in favor of persons with	ESF funds	continuous	There are no systematic programmes involving people with disabilities for work in tourism and catering, programmes tailored to their needs as well as training of lecturers/mentors for working with persons with disabilities.

persons with disabilities		disabilities			
2. Draft and conduct tenders for financing professional training and specialization projects involving persons with disabilities for work in various professional activities, projects tailored to their needs, including training lecturers/mentors regarding how to work with persons with disabilities	- number of persons with disabilities who have completed professional training and specialization programmes	Lead partner: MRMS, HZZ Partners: educational institutions, vocational associations, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities, safety workshops registered for conducting professional training involving persons with disabilities	ESF funds	continuous	There are no systematic programmes involving people with disabilities for work in various professional activities, programmes tailored to their needs as well as training of lecturers/mentors for working with persons with disabilities.

8. LEGAL PROTECTION AND PROTECTION FROM ABUSE

Croatia keeps continually improving the legal framework involving effective forms of protection against violence, abuse and discrimination as well as the right of access to the justice system for persons with disabilities on an equal footing with other citizens. Regulations based on a series of international documents in the field of human rights protection ensure equality for both women and men as well as life without discrimination, and provide legal protection to victims of criminal and misdemeanour acts of violence. By ratifying the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), Croatia has shown its commitment to ensuring equal participation of women in all areas of life. In addition to improving the legal framework, special attention is paid to training programmes, more specifically professional training of judicial officials, as a prerequisite for effective social response to various forms of violence and for promotion of the protection of rights. Bearing in mind all the activities that have been undertaken so far in the field of legal protection and protection against abuse, the key challenges remain the same.

Achievements summary for 2007-2015

- Free Legal Aid Act was introduced in 2008, creating a legal aid system for certain categories of citizens who, due to their material and social conditions, cannot provide adequate legal assistance in court and other proceedings on their own. The system is intended for sensitive social groups, which include persons with disabilities. Since the Act did not fully regulate the system of free legal aid, in 2013, a new and complete Free Legal Aid Act was adopted (Official Gazette No. 143/13), which entered into force on 1st January 2014. The most significant change in the new Act relates to the procedure of granting primary legal aid, which is simplified so that beneficiaries directly access primary legal aid providers (authorized associations, legal clinics or state administration offices), and primary legal aid providers themselves check whether the applicants meet the legal conditions for exercising the right to primary legal aid. Moreover, the property conditions for granting primary legal aid are mitigated and assistance can be provided in every legal matter.
- Despite savings measures, the Ministry of Justice provides access to buildings of the justice system. A capital project *K 544052 Accessibility of Judicial Authority Buildings* where funds are provided for that purpose, was opened in the budget. In all projects, this is one of the priorities. In smaller interventions or where the building architecture does not allow interventions, schlemiels are provided. Furthermore, in relation to the accommodation measure involving penal institutions for persons deprived of liberty, it is stated that there are 8 penitentiaries, 13 prisons and 2 correctional institutions in Croatia. Although statistically speaking, the prison system has a relatively small number of inmates with disabilities, this population has been given special and growing attention by the prison system and the latter has provided sufficient room in its accommodation capacities according to current indicators. In its new facility, the Glina Penitentiary has six rooms adapted to people with disabilities, which rooms are fitted with customized sanitary facilities and handles, and wheelchair access is provided to all necessities. On the ground floor of the building, prisons in Osijek and Pula adapted a room a person with disabilities, and the Lepoglava Penitentiary has equipped four rooms for this category of prisoners.
- Judicial officials participated at expert meetings in Croatia and abroad on certain rights of persons with disabilities in accordance with the Convention on the Rights of Persons with Disabilities. Moreover, the continuous training of prison staff and judicial police officers was provided through regular training programmes through a basic course for trainees and judicial police officers and training of other prison staff officers, all in relation to details on the treatment of persons with disabilities in the prison system.

- For the purpose of protecting the rights of persons with disabilities under the Family Act (Official Gazette No. 103/15), the existing concept of "parental care after the age of maturity" is abandoned in the concept of custody, since in the contemporary understanding of the protection of human rights of adults with disabilities, it is completely unacceptable to treat adults with disabilities as children or to give parents of persons with disabilities the authority and parental care duties as over under-age children. The obligation of partial deprivation of legal capacity as a rule is prescribed only where necessary to protect the rights of the wards. The concept of complete deprivation of legal capacity is completely abandoned, and a review of all existing solutions on the complete deprivation of legal capacity involving persons with disability will be performed. It was also made possible to appoint more than one person as a guardian, as well as appointing a deputy guardian to prevent "delays" in performing the guardian work in cases of the guardian's absence. The legal obligation to respect the wishes of the ward has been introduced and every person is enabled to, at the time of existence of legal capacity, to nominate a person they prefer as guardian.
- Having the new Family Act entering into force, the Special Custody Centre started its operations and, in addition to its headquarters in Zagreb, it has three dislocated units in Rijeka, Split and Osijek. In addition to representation of children in proceedings before courts and other authorities, based on its public power of representation, the Centre, for which person a motion for the deprivation of legal capacity has been filed; whose place of residence is not known for at least three months or is not available, and the person does not have a proxy, in matters regarding which decisions are taken according to the provisions of the Family Act; wards where there is a conflict of interest between him and his guardian or a close relative or other custodial spouse, in property proceedings or disputes, or when concluding certain legal acts; wards in the event of a dispute or concluding a legal act between them when they have the same guardian and in other cases where this is necessary to protect the rights and interests of an adult.
- As far as patients' rights are concerned, an information leaflet "Patient at the Centre of the Hospital System" was presented in 2013 in view to better acquaint patients treated in hospital departments to their rights and to achieve better communication between patients and doctors and nurses involved in their treatment.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Committee recommends that the State Party initiate a comprehensive assessment of the existing legislation and, when necessary, to harmonize the legislation with the Convention. It is recommended that the concept of reasonable accommodation and universal design be regulated outside the context of the legislation on combating discrimination in the fields of education, health, transport and construction. The Committee recommends that the State Party provide funds to enable organizations of persons with disabilities to realize their role deriving from Article 4(3) of the Convention.

The Committee recommends that, in consultation with organizations representing women with disabilities, measures are taken to improve the development and empowerment of women with disabilities in the areas of education and employment, and that immediate steps are taken to protect women and girls with disabilities from violence, including sexual violence.

Furthermore, it is recommended to adopt and implement a strategy against abandoning children with disabilities and adopting protective mechanisms to ensure child counselling in all matters pertaining to them.

The Committee recommends that legislative measures be taken in such a way as to abolish the practice of substitutionary decision making in accordance with the General Comment No. 1 (2014), and that a wide range of measures which respect the autonomy, will and desires of people with disabilities be taken, including the right of individuals to independently give and withdraw individual informed consent to treatment, access to justice, voting, marriage, full parental rights and work. Furthermore, the Committee recommends that tangible steps be taken to introduce

support-based decision-making systems and, for this purpose, education of social workers, legal experts and public authorities about the rights provided for by the Convention. Organizations of persons with disabilities and other relevant stakeholders should be involved in the above legislative and political processes.

It is the Committee's recommendation to abolish the statutory provisions under which disability-based institutionalization is allowed without the consent of the person, and the harmonization of the Act on the Protection of Persons with Mental Disabilities under the Convention.

The Committee recommends that the State Party examine the procedures and practices regarding investigations, persecution and treatment of persons with disabilities who have committed criminal offenses. Furthermore, the Committee recommends examining whether general protective measures and legal penal standards, i.e. the presumption of innocence and the right to a fair trial, are applicable. Statement by the Committee on Article 14 of the Convention is recommended as a guideline in this respect.

It is an urgent recommendation of the Committee that direct steps be taken to address the difficult situation in institutions, and that the involuntary treatment and the use of constraint measures be stopped. The Committee further suggests that the legislation be aligned with the Convention. The Committee further recommends that investigations and persecutions of all human rights violations be performed.

It is the Committee's recommendation that the State Party put the services to protect persons with disabilities from violence to the fore and make them fully accessible. In addition, supervisory mechanisms should be developed in accordance with Article 16 (3) of the Convention.

Objectives and Expected Results 2017-2020

- Improved system for the protection of women with disabilities and girls with developmental problems from violence, including sexual violence.
- Increased level of awareness of violence and opportunities of protection against violence for people with disabilities.
- Ensured availability of shelter, psychosocial support services/programmes and other forms of protection for persons with disabilities victims of violence.
- A support-based decision-making system was introduced replacing partial deprivation of legal capacity.
- Citizens are informed on the stipulated rights of patients when provided with healthcare protection and on the manner of protection and promotion of these rights.
- Ratified Council of Europe Convention on preventing and combating violence against women and domestic violence, the so-called Istanbul Convention

Measure 1 Provide persons with disabilities with access to information on violence prevention and an effective support system for all persons with disabilities victims of violence, especially women with disabilities and children with developmental difficulties

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Ensure availability of information, preventive programmes/education, campaigns to raise awareness of violence and opportunities of protection against violence for persons with disabilities	- availability of information and regional coverage with programmes/education - review of adequacy and availability in the observed year in relation to the previous one	Lead partner: MDOMSP Partners: URSVRH, ULJPPNM, NZRCD, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities and other civil society organizations	funds were secured in SB 2017-2019 under heading 102, A 558051 Affirmation of Rights and Improvement of Policy Involving Persons with Disabilities, account 32, in the amount of HRK 10,000.00	continuous	Information and advice on whom to contact in case of violence may be found at the following links http://www.sigurnomjesto.hr/ (Ženska soba - Centre for Sexual Rights); http://www.mup.hr/1127.aspx (Ministry of the Interior). Ministry of Social Policy and Youth has drafted, printed and published on its official website the Directory of institutions, organizations and other institutions which provide assistance, support and protection to victims of domestic violence.
2. Provide access to shelters, psychosocial support services/programmes and other forms	- number of shelters for women victims of domestic violence adapted for	Lead partners: MDOMSP, LGU Partners: Associations	funds were secured in SB 2017-2019 under	continuous	In Croatia, there are 18 shelters for victims of domestic violence, of which the

of protection for persons with disabilities who are victims of domestic violence or other forms of violence	women with disabilities victim of violence compared to the total number of shelters and required shelters - an overview of the adequacy and availability of protection in the observed year in relation to the previous one - increased availability of psychosocial support services/programmes and other forms of protection involving persons with disabilities victims of violence (especially women and children) - overview of service availability and appropriateness and the number of service providers by counties	of persons with disabilities	heading 102, A 653029 Improvement of Protection involving Victims of Domestic Violence, account 38, in the amount of HRK 210,000.00		Ministry of Social Policy and Youth funded 17 shelters and counselling centres dedicated for victims of domestic violence. In 2015, the right to placement through contracting amounted to an average of 95 users per month, and a total of HRK 4,141,760.00 was provided for this purpose. 7 shelters for women and children victims of domestic violence operated by civil society organizations are funded through a public call for a three-year programme 2013-2015, and funds have been secured in the total amount of HRK 6,300,000.00 for all three years.
3. Educate employees of the social welfare system on the application of restrictive measures and	- annual coverage of employees by education, with feedback on learned lessons through	Lead partner: MDOMSP Partner: social welfare institutions, associations of	funds were secured in SB 2017-2019 under heading	continuous	Prohibition of abuse and violence against persons with disabilities is provided by adopting the

<p>protection from degrading treatment towards children with disabilities and persons with disabilities, and monitor the application of quality standards of social services entitled <i>Restrictive Procedures</i> and <i>Safety from Exploitation</i></p>	<p>implementation or introduction of measures to prevent the risk of violence in social welfare institutions - the total coverage of institutions applying the standards - review of practices and the effectiveness of implementation of the <i>Restrictive Procedures</i> and <i>Safety from Exploitation</i> standard</p>	<p>persons with disabilities and associations the programme of which acts in favor of persons with disabilities</p>	<p>102, A 792006 Implementation of National Strategies and Improvement of Professional Work in the Social Welfare System, account 32, in the amount of HRK 10,000.00</p>	<p>Ordinance on Quality Standards for Social Services⁹. Quality teams in social welfare institutions are introduced to quality standards, the self-assessment implementation procedure, practical implementation of self-assessment tools and a scale for assessing compliance with quality indicators, a brief overview of data collection and analysis methods, the types of evidence required in the quality system and tasks of quality social service teams. In March 2016, the Ministry of Social Welfare and Youth delivered to all social housing providers (state homes and homes of other founders) a questionnaire on the implementation of two quality</p>
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⁹ Official Gazette No. 143/14

					standards entitled <i>Safety from Exploitation and Restrictive Procedures</i> within the accommodation service. The United Nations Disability Rights Committee was also informed on the subject within the Report on Measures Taken to Implement the Urgent Recommendations of the above Committee.
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Measure 2 Introduce a support-based decision-making system replacing the partial deprivation of legal capacity.

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which the achievement is measured)
1. Modify the Family Act in the sense of introducing a concept of supportive decision-making which is grounded in co-decision-making which does not limit the beneficiary's legal capacity	- legislative regulation amended and a supportive decision-making system introduced	Lead partner: MDOMSP	funds from the state budget within the regular activity	2020.	There is no supportive decision-making system in Croatia.
2. Develop supporting decision-making models in accordance with Article 12 (4) of the UN Convention on the	- a supportive decision-making model developed	Lead partner: MDOMSP Partners: Associations of persons with disabilities	funds from the state budget within the regular activity	2020.	There is no supportive decision-making system in Croatia.

Rights of Persons with Disabilities					
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Measure 3 Conduct the principle of personal consent of a person with disabilities when staying in an institution or leaving one

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which the achievement is measured)
1. Continually sensitize experts on the need to implement the principle of beneficiary participation in decision-making on accommodation in institutions	- number of employee educations in the social welfare system - existence of consent involving beneficiaries who have been deprived of legal capacity when accommodating them into an institution	Lead partner: MDOMSP Partners: social welfare institutions and other legal persons providing accommodation services	funds were secured in SB 2017-2019 under heading 102, A 792006 Implementation of National Strategies and Improvement of Professional Work in the Social Welfare System, account 32, in the amount of HRK 10,000.00	continuous	There are no data on the application of the principle of personal consent when realizing the accommodation service or termination of service.

Measure 4 Keeping records of healthcare workers educated for procedures in the case of application of coercive measures at a healthcare institution

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which the achievement is measured)
1. Educate healthcare workers for the implementation of coercive measures in hospitals which have contracted	- number of educated healthcare workers for the application of coercive measures in the	Lead partner: MZ Partners: hospitals which have contracted	funds from the state budget within the regular	continuous	Annual reports (data from hospital records) on the execution of healthcare worker

psychiatric activities	hospitals	psychiatric activities	activity		education on the implementation of coercive measures at hospitals in 2015.
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Measure 5 Organize targeted education and professional training of judicial officials, police and judicial officers on the rights provided in the Convention on the Rights of Persons with Disabilities and the Convention on the Rights of the Child

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms / Year	Initial data (in relation to which the achievement is measured)
1. Make an analysis of the current situation and determine the need for the implementation of targeted education involving judicial officials	- analysis made and the need for the implementation of targeted education involving judicial officials determined	Lead partner: Judicial academy	funds from the state budget within the regular activity	2017	Judicial officials have so far been involved only in international education. In 2013, 7 judicial officials attended at the "European Law on Persons with Disabilities and the UN Convention on the Rights of Persons with Disabilities" seminar in Trier. In 2014, through the Judicial Academy, 1 judge was sent to Trier to the annual conference on the rights of persons with disabilities at the Academy for European Law.
2. Develop targeted education and professional training programmes for judicial officials	- education and professional training programmes for judicial officials developed	Lead partner: Judicial academy	funds from the state budget within the regular	2017	A target theme programme does not exist.

			activity		
3. Continually implement targeted education and professional training for judicial officials	- number of educated judiciary officials	Lead partner: Judicial academy	funds from the state budget within the regular activity	continuously since 2017-2020	Education is not carried out due to lack of funding and lack of programmes on the subject.
4. Continuously implement the education of judicial police officers in the prison system related to special treatment of persons with disabilities in the prison system	- number of judicial police officers who have completed the training	Lead partner: MP Partners: Associations of persons with disabilities	funds from the state budget within the regular activity	continuous	140 participants of core courses attended the "Specifics in the treatment of persons with disabilities in the prison system" lecture from 2013 to 2016; from 2009 to 2015, approximately 180 judicial police officers. Insurance Services involving judiciary bodies of the Judiciary Management Directorate have undergone a professional training programme called "Special Features in Treatment of Persons with Disabilities in Judicial Bodies".

Measure 6 Ensure access to courts and institutions for persons deprived of their liberty					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)

1. Make an analysis of the existing state and identify the need to ensure accessibility for persons with disabilities in institutions for persons deprived of their liberty	- an analysis of the existing state of accessibility for persons with disabilities in institutions for persons deprived of their liberty	Lead partner: MP Partner: MZ	funds from the state budget within the regular activity	2018	There is no analysis.
2. Develop an accommodation plan for institutions for persons deprived of their liberty and determine the amount and resources of the necessary financial resources	- financial resources for adjusting institutions for persons deprived of their liberty secured	Lead partner: MP Partner: MZ	funds from the state budget within the regular activity	2018	In 2015, the total amount of funds spent for adaptation for ensuring accessibility in institutions for persons deprived of liberty amounted to HRK 250,000.00.
3. Conduct an analysis of the accessibility of courts to persons with disabilities	- an accessibility analysis was conducted	Lead partner: MP	funds from the state budget within the regular activity	2017	There is no analysis. From 2014 to 2015, The MP has resolved the accessibility of persons with disabilities to the buildings of the judicial system on four buildings of the Municipal Court, three buildings of the County Court, one building of the State Attorney's Office of the Republic of Croatia, one building of the County State Attorney's Office and three buildings of the Municipal State Attorney's Office.
4. Develop a Protocol on	- a Protocol on the Procedures	Lead partner:	funds from	by the end of	The protocol does not exist.

Procedures with Deaf, Hard-of-Hearing and Deaf-Blind Persons to define the manner of procedure and the obligation of calling a Communication Intermediary	with Deaf, Hard-of-Hearing and Deaf-Blind Persons on the manner of procedure and the obligation to call a Communication Intermediary	MP	the state budget within the regular activity	2017	
5. Develop a construction adaptation plan for persons with disabilities in the facilities of judicial bodies and implement the adaptation	- a construction adaptation plan was developed for persons with disabilities in the facilities of judicial bodies - adaptation of judicial bodies performed	Lead partner: MP	funds from the state budget within regular activities and from other sources	the plan in 2018 the adaptation in 2020	Total amount of funds spent on adaptation to ensure access to the facilities of judicial bodies in 2015.
6. Perform construction adaptations for persons with disabilities in the facilities of judicial and criminal bodies according to the implementation dynamics until 2017: - installation of a lift in building E at the Trg pravde in Selska 2 Zagreb - installation of a lift in the building of the Supreme Court, Zagreb - installation of a lift at the County Court of Osijek - installation of a lift at the County Court of Sisak - installation of a lift at the Municipal Court of	- construction adaptation performed in these buildings	Lead partner: MP	resources from the state budget within the regular activities and funds under the IPA 2011 Project. (approx. HRK 2,000,000.00)	2017	In 2015, construction of a lift was completed at the Prison Hospital in Zagreb, with a total investment of HRK 750,000.00. A lift was built in the courthouse extension involving the State Attorney's Office of the Republic of Croatia (approx. HRK 400,000.00 financed by the World Bank loan).

<p>Valpovo - installation of a lift at the Municipal Court of Benkovac - installation of a lift at the County Court of Zagreb - installation of a lift at the Municipal Court of Dubrovnik, Permanent Service of Metković - installation of a lift in a building in Pula where the County State Attorney's Office and the Municipal State Attorney's Office will be located in Pula and the Land Register in Pula</p>					
<p>7. Ensure the training of blind, hard-of-hearing, and deaf-blind prisoners for safe movement in prison or penitentiary</p>	<p>- number of educated blind, hard-of hearing and deaf-blind prisoners from 2017 to 2020 compared to the total number of the blind, hard-of-hearing and deaf-blind persons in prison or penitentiary</p>	<p>Lead partners: MP Partners: Associations of persons with disabilities</p>	<p>funds from the state budget within the regular activity</p>	<p>continuously, as needed</p>	<p>During 2015, there were no blind and partially sighted prisoners in the prison system and there was no need for cooperation realization. In previous years, this need had occurred successively, in cases where there was a blind or partially sighted prisoner serving a sentence. Cooperation is realized directly between the criminal body and the institution or civil society organization in</p>

					the local community.
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8. Make a list of facilities and benefits for persons with disabilities available on the Ministry of Justice website as well as a description of the adaptations in courts	- a list of facilities and benefits for people with disabilities as well as a description of the adaptations in courts were published on the Ministry of Justice website	Lead partner: MP	funds from the state budget within the regular activity	2017	Data is not available on web pages.
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Measure 7 Collect data for keeping statistics on violence against women with disabilities in the area of application of the Act on the Protection Against Domestic Violence

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Collect statistical data on violence against women with disabilities in the area of the application of the Act on the Protection Against Domestic Violence - number of victims / persons aggrieved of domestic violence - women with disabilities	- statistical data on the number of victims / persons aggrieved of domestic violence - women with disabilities	Lead partner: MP	funds from the state budget within the regular activity	continuous	In 2015, the total number of victims / persons aggrieved of domestic violence - women with disabilities was 16 (out of a total of 33).

Measure 8 Ensure effective protection of women with disabilities and girls with developmental difficulties from violence, including sexual violence

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Conduct a research on women with disabilities and girls with	- research conducted - used research results as a basis	Lead partner: MDOMSP Partner: URSVRH	Funds are secured in SB for 2017 and	2017-2018	MDOMSP has not conducted this kind of research and it

developmental difficulties as victims of violence, including sexual violence	for further action of competent bodies		2018 under heading 102, A 558051, Affirmation of Rights and Promotion of the Policy for Persons with Disabilities, account 32, in the amount of HRK 10,000.00		has partial availability of data only for women with disabilities but not for girls with developmental difficulties. According to official statistics, 60 women with disabilities were victims of domestic violence in 2015, while from 1st January to 30th June 2016, 24 women with disabilities were victims of domestic violence.
2. Develop and implement education programmes involving competent professional staff who deal with issues of violence, including sexual violence (employees in the justice system, social welfare, healthcare, police, educational institutions), with regard to issues of violence, including sexual violence over women with disabilities and girls with developmental difficulties	- training programmes developed - number, type and quality assessment of the implemented programmes - number of participants - continuous assessment of the satisfaction of target groups with implemented programmes - continuous assessment of the satisfaction of women with disabilities and girls with developmental difficulties in the implemented programmes	Lead partners: MDOMSP, MZO, MZ, MUP, MP, URSVRH, LRGUs, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities, other civil society organizations	funds provided in SB 2018 and 2019 in A 792006, Implementation of National Strategies and Advancement of Professional Work in the Social Welfare System, invoice No. 32, in the amount of HRK 10,000.00	Programme development - 2018 programme application - continuously	Programmes have not been developed so far. The proposed term for the education programme is 2017, and it is also proposed to establish and use the base data from that period.
3. Conduct public	- number and	Lead	funds	continuously	Since 2012,

<p>awareness activities on issues of violence against women with disabilities and girls with developmental difficulties</p>	<p>type of promotional material produced - shareholders whom the material is distributed to and number of copies - number, type and continuous quality assessment involving other public awareness activities - number and list of participants of the stated activities, as well as the estimate of the number of indirect users of the transferred information - continuous assessment of target group satisfaction involving promotional materials and conducted activities</p>	<p>partners: URSVRH, Partners: ULJPPNM, MDOMSP, MZ, MP, LRGUs, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities, other civil society organizations</p>	<p>provided in SB for 2017 under heading 020 A532013, account 38, in the amount of HRK 5,000.00</p>	<p>s</p>	<p>URSVRH has participated in the implementation and co-financing of certain activities of the "White Ribbon" campaign of the Alliance of Persons with Disabilities of Croatia (SOIH) Campaign. The Office printed 50 copies of the National Policy for Gender Equality 2006 - 2010 and 2011 - 2015 in Braille and distributed it to associations of blind and partially sighted persons. The Office continually participates in forums, round tables and other events related to the topic of improving the position of women with disabilities and, each year, in cooperation with SOIH, marks the "16 days of activism against violence against women".</p>
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Measure 9 Implement educational plans and informing on patients` rights

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Implement educational programmes on patients' rights in accordance with the Convention on the Rights of Persons with Disabilities	- number of educational programmes and informative messages	Lead partner: MZ Partners: HZZO, professional societies, Faculty of Law, associations involving patient rights and other professional societies, associations of persons with disabilities	funds from the state budget within the regular activity	continuous	In the course of 2015, 3 training programmes for healthcare professionals on the rights and specific needs of persons with disabilities were implemented at the School of Medicine in the elective subject: "Quality of life"; at the University of Osijek in the psychology studies and in the Nursing studies, total duration of which was 8 hours. The education involved 14 medicine students, 22 psychology students and 28 nurses / male nurses. Educational healthcare programmes shall also be implemented within the framework of projects and programmes organized by associations in the field of healthcare and associations of

					<p>persons with disabilities, and the programmes are co-financed within the MZ competition.</p> <p>During 2015, the Association of the Deaf-Blind of the City of Zagreb organized the "Budi ja" action. The aim of the action is, among other things, to provide the employees of state, local and public institutions, especially those working in the area of social welfare and healthcare, an experience of blindness-deafness through information and sensitization.</p>
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9. INFORMING, COMMUNICATION AND AWARENESS RAISING

Access to information and communication is one of the most important forms of citizen participation in society. It is therefore the obligation of the state to allow free searching, receiving and forwarding public information and public service information to persons with disabilities, as well as to provide them with access to personal data and electronic communication in the public sector on an equal footing with other society members. A major role in communication is also held by the development of technology which enables people with disabilities to have easier access to different information but also to facilitate communication, and it is therefore very important to encourage the development, production and distribution of new technological achievements. It is also a duty of all, both public authorities and the private sector, to take into account the fact that the information should be accessible to all citizens, that is to say that they are compatible with accessibility standards.

Achievements summary for 2007-2015

- In order to equalize the access to social, economic and cultural environment for the deaf and the deaf-blind, and to recognize their right to use sign language, the Act on the Croatian Sign Language and Other Communication Systems of the Deaf and the Deaf-Blind in the Republic of Croatia (Official Gazette No. 82/15) was taken.
- The e-Građani (e-Citizens) system was established (Decision on the launch of the e-Građani Project, Official Gazette Nos 52/13 and 31/14), and it provides access to public information and public service information in one place, as well as access to basic personal data via electronic communications. At the same time, key prerequisites for the development of the following e-services have been established: e-identity, a secure box for public administration communication, a unique access and identification/authentication point, and a system of public and basic registers.
- On the central state portal website www.gov.hr the partially sighted are enabled accessibility adaptation.
- In accordance with the e-Croatia 2020 Strategy, the "e-Inclusion" chapter explicitly states that the creation of an Internet site for the central government portal requires greater accessibility in accordance with the Web Content Accessibility Guidelines (WCAG) 2.0.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Committee recommends that, in cooperation with organizations of persons with disabilities and other stakeholders, the State Party undertake public awareness raising campaigns to enhance the positive image of persons with disabilities as the holders of all human rights recognized in the Convention. The Council's recommendation to the State Signatories to provide education to all public authority bodies and public or private professionals working with persons with disabilities on the rights provided by the Convention.

The Council's recommendation to the State party is to make efforts to tailor the e-Građani project to address the needs of people with disabilities and to ensure access to information on an equal grounding with others through the promotion and use of easy-to-read formats, Braille, audio formats and other augmentative and alternative communication methods in official relations and through the accessibility of public websites. It further recommends that the State Party adopts and provides for measures for the effective and timely implementation of the Croatian Sign Language Act and other communication systems of the deaf and the deaf-blind, including regulation thereof, in close consultation and active engagement of persons with disabilities. It is also recommended to ensure that the deaf are provided with sign language interpreter services in all court proceedings.

Objectives and Expected Results 2017-2020

- Provide a greater degree of web accessibility in accordance with the Web Content Accessibility

Guidelines (WCAG) 2.0.

- Public information, i.e. content available to public authorities, is acceptable, available and accessible to persons with disabilities.
- Access to Internet content and the e-Građani project is available, more specifically access to public information and public service information in one place, secure access to personal information and electronic communication of all citizens and the public sector.
- In further development and expansion of e-services in the ICT public administration system, the emphasis is laid on ensuring accessibility to persons with disabilities.

Measure 1 Enable free search, reception and forwarding of information according to an individual's choice - persons with disabilities on an equal footing with other members of society

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which the achievement is measured)
1. Make information on state administration bodies accessible to persons with disabilities in acceptable forms and technologies, depending on individual communication possibilities of an individual - person with disabilities	- available contents involving state and public administration bodies in accessible form - sensibilised public administration, i.e. employees, in relation with persons with disabilities under the Directive of the European Parliament and the Council on the availability of public sector websites	Lead partner: MU Partners: MZ, MZO, MHB, MDOMSP, MGPO, MP, MK, MUP, MVEP, scientific and professional institutions, LRGUs, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds from the state budget within the regular activity	continuous	According to the SWOT analysis of the public administration ICT in the Republic of Croatia (source: Strategy e-Croatia 2020), insufficient attention was paid to access to information for people with disabilities and vulnerable groups.
2. Publish and regularly update the rights and services from the scope of activities on the official website	- published and updated information on rights and services	Lead partner: public authority bodies	funds within regular activities	continuous	There is no base data.

3. Create a unified directory on the rights of persons with disabilities	- a unified directory on the rights of persons with disabilities was created and published on the MDOMSP website	Lead partner: MDOMSP Partner: all public authority bodies	funds from the state budget within the regular activity	continuous	There is no unified directory on the rights of persons with disabilities
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Measure 2 Use new ICT technology to increase the independence and quality of life of people with disabilities

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/Year	Initial data (in relation to which the achievement is measured)
1. Make communication systems, e-services and information content of public authorities more accessible to persons with disabilities assisted by new technologies	- websites of the central state portal www.gov.hr customized in accordance with the Web Content Accessibility Guidelines WCAG 2.0. - an extended e-Građani project with a greater number of e-services enabling greater access to public information in one place, and secure access to personal information with electronic communication in the broader public sector	Lead partner: MU Partners: MMPI, HAKOM, MZ, HZZO, MZO, MHB, MDOMSP, MGPO, URSVRH, ULJPPNM, LRGUs, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds from the state budget within the regular activity	continuous	According to the current SWOT analysis of the public administration ICT (information and communications technology) in the Republic of Croatia (source: Strategy e-Croatia 2020), insufficient attention was devoted to access to information for people with disabilities and vulnerable groups.
2. Encourage public services to use a greater number of e-services through the e-Građani	- a greater number of e-services provided - the partially sighted are	Lead partner: MU Partners: MMPI, HAKOM,	funds from the state budget within the	continuous	According to the SWOT analysis of the public administration ICT (information and communications

<p>project and through public bodies dealing with information and communication with citizens in the form acceptable to persons with disabilities</p>	<p>provided with a higher degree of customization of website content at https://www.gov.hr/ - senzibilised public administration, i.e. employees, in relation with persons with disabilities under the Directive of the European Parliament and the Council on the availability of public sector websites</p>	<p>MZ, HZZO, MZO, MHB, MDOMSP, MGPO, URSVRH, ULJPPNM, LRGUs , associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities</p>	<p>regular activity</p>		<p>technology) (source: Strategy e-Croatia 2020), insufficient attention was devoted to access to information for people with disabilities and vulnerable groups, among which there is the veteran population.</p>
<p>3. Continually sensitize employees in ICT systems of public institutions for the purpose of understanding the needs of and providing better quality services to persons with disabilities</p>	<p>- the employees of the public administration ICT system are familiar with the Strategy e-Croatia 2020, more specifically with the "e-Inclusion" chapter in order to ensure greater accessibility of content and e-services in accordance with the Web Content Accessibility Guidelines WCAG 2.0.</p>	<p>Lead partner: MU Partners: MMPI, HAKOM, MZ, HZZO, MZO, MHB, MDOMSP, MGPO, URSVRH, ULJPPNM, LRGUs , associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities</p>	<p>funds from the state budget within the regular activity</p>	<p>continuos</p>	<p>According to the SWOT analysis of the public administration ICT (information and communications technology) (source: Strategy e-Croatia 2020), insufficient attention was devoted to access to information for people with disabilities and vulnerable groups.</p>
<p>Measure 3 Raise public awareness on the rights of persons with disabilities through a variety of activities which contribute to the overall tolerance of diversity in society and the suppression of stereotypes and discrimination of persons with disabilities</p>					

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/Year	Initial data (in relation to which the achievement is measured)
1. Encourage implementation and periodically organize campaigns which contribute to the positive perception of persons with disabilities regarding their abilities and contributions of persons with disabilities, the strengthening of awareness on the rights of persons with disabilities and the prohibition of their discrimination and universal design	- number of conducted campaigns/other information content in the year under review compared to the previous campaign lead partner/other informational content (governmental and non-governmental organizations)	Lead partner: MDOMSP Partners: ULJPPNM, URSVRH, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities, DŠJU	funds were secured in SB 2017-2019 under heading 102, A 558051 Affirmation of Rights and Improvement of Policy Involving Persons with Disabilities, account 32, in the amount of HRK 10,000.00	continuous	In 2015, the campaign "Support the Rights of Persons with Intellectual and Mental Disabilities to Community Life" was organized with the aim of promoting the fundamental human right to community life.
2. Organize education of governmental and public service employees on the rights and opportunities of persons with disabilities	- number of public and civil servants who underwent education	Lead partner: MDOMSP Partners: DŠJU, associations of persons with disabilities and associations which act in favor of persons with disabilities	funds were secured in SB 2017-2019 under heading 102, A 792006 Implementation of national strategies and improvement of professional work in the	continuous	In 2015, two workshops were held where ex-ante G3 (2.3) terms involving the rights of persons with disabilities were presented - Measures for the training of the staff of the authorities involved in the control and European Structural and Investment Funds management related to applicable laws and policies of EU and

			social welfare system, account 32, in the amount of 10.000,00 HRK		Croatia on the rights of persons with disabilities and the practical application of the UN Convention on the Rights of Persons with Disabilities in DŠJU. The workshop was attended by approximately 50 participants. Workshops continued in 2016.
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Measure 4 Continually promote the UN Convention on the Rights of Persons with Disabilities, the relevant Council Recommendations of the Council of Europe, and inform about the necessary changes in the society with respect to the commitments undertaken and international treaties the Republic of Croatia is party to

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Term s/ Year	Initial data (in relation to which the achievement is measured)
1. Conduct thematically defined training and other forms of information and consultation of the lead partner and partner of measures of the National Strategy on the Implementation of all the Provisions of the Convention	- availability of education, number of workshops held and number of involved lead partners and partners involving measures in education	Lead partner: MDOMSP Partner: central government bodies (ministries) and LRGUs, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds from the state budget within the regular activity	continuous	Until 2011, the former Ministry of Family, Veterans and Intergenerational Solidarity has organized thematic education of lead partners of county-level measures to enhance the implementation of the National Strategy.
2. Ensure greater availability of international publications and	- available publications, recommendations and	Lead partner: MDOMSP Partner:	funds were secured in SB 2017-2019 under heading	continuous	Translated international documents, surveys and CE

documents relevant to guiding policy implementation involving people with disabilities, including accessibility of <i>Guidelines and Recommendations</i> of the Council of Europe	guidelines of the Council of Europe in the Croatian language and in accessible formats - other publications and documents available	MVPEU	102, A 558051 Affirmation of Rights and Improvement of Policy Involving Persons with Disabilities, account 32, in the amount of HRK 5,000.00		recommendations are available at the MDOMSP website.
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Measure 5 Provide ongoing education on new knowledge and models of the application of the International Classification of Functioning, Disability and Health (WHO 2001, Medical Publishing and HZJZ, 2010)

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Term s/ Year	Initial data (in relation to which achievement shall be measured)
1. Conduct education for all professional rehabilitation centre employees, experts of the Institute for Expertise, Professional Rehabilitation and Employment of Persons with Disabilities, counsellors for persons with disabilities and counsellors for career guidance of the Croatian Employment Service on new knowledge and the models of application of the International Classification of Functioning, Disability and Health	- education conducted and the number of educated experts in all systems of new knowledge and the models of application of the International Classification of Functioning, Disability and Health	Lead partners: MDOMSP, HZJZ Partners: MRMS, ZVPRZOSI, HZZ, CPR, associations of persons with disabilities	funds from the state budget within regular funds	continuous	Education related to all systems was partially implemented within the pilot application of the Unique Impairment List and the Unique Functional Ability List of.

Health					
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10. PARTICIPATION IN CULTURAL LIFE

An important part of the quality of life of every citizen is the accessibility of cultural content, as well as the possibility of own participation in the creation of the same. Participation of persons with disabilities in cultural content contributes to the diversity of society and affirms their creative and artistic potential and sensitizes the public for the artistic work of persons with disabilities. Integrating persons with disabilities into society, promoting and affirming persons with disabilities as creators of culture and users of cultural services is one of the important guidelines of the Ministry of Culture's work. Public tenders fund programmes of associations within which persons with disabilities work, as well as programmes of cultural institutions aimed at increasing the accessibility of artistic content to persons with disabilities, staff training or the organization of artistic content adapted to persons with disabilities. Investments aimed at removing architectural barriers are particularly supported, and today museums, galleries and theatres cannot get project approvals without respecting accessibility standards.

Achievements summary for 2007-2015

- Within the programme activities of the Ministry of Culture (drama, music, theatre and dance, music and folklore amateur creation, literary publishing, theatre amateurism, museums and galleries, archive, visual and other activities), and on the basis of the Call for Proposals of Public Needs, the Ministry of Culture also regularly co-finances programmes of associations of persons with disabilities whose participation in cultural life is a contribution to cultural activities. The number of such programmes depends solely on the number and quality of bidding applications, which are considered without restriction, based on artistic and cultural values. Persons with disabilities enjoy full equality and equal opportunities in accordance with the implementation of the national anti-discrimination policy.
- The Ministry of Culture continually supports and finances library programmes aimed at promoting and securing the rights of persons with disabilities. Furthermore, it finances and co-finances projects, public events and initiatives implemented by associations and institutions, which affirm the creative, educational and artistic opportunities of persons with disabilities at an international, national, and local level, it continually funds the round table for library services for persons with special needs of the Croatian Library Association and continuously funds the work of the Croatian Library for the Blind. The Ministry of Culture co-finances issuing books through tenders for support to book publishing and purchase of books for public libraries within which it regularly co-finances programmes of associations for persons with disabilities as well. The number of co-financed programs depends solely on the number and quality of reported programmes. Benefits of project financing were noted.
- In 2009, the Ministry of Culture launched a programme of expanding library services into the public libraries of larger cities (Split, Slavonski Brod, Osijek, Rijeka, Pula, Split, Koprivnica, Karlovac), to which a large number of blind and partially sighted persons gravitate. Special computing equipment was acquired for these libraries, for providing services to blind and partially sighted persons. The Ministry of Culture provides funds for the procurement of library and non-library materials in public libraries, but does not affect the procurement plan - the further construction of collections with property adapted to persons with disabilities depends on the needs of each particular library.
- The Ministry of Culture co-finances issuing books through tenders for support to book publishing and purchase of books for public libraries within which it regularly co-finances programmes of associations for persons with disabilities as well. The number of co-financed programs depends solely on the number and quality of reported programmes. Benefits of project financing were noted.
- The Ministry of Culture carries the founding rights on behalf of the Republic of Croatia, with regard to the Typhlological Museum in Zagreb, a unique museum of this type in Europe, which

introduces the community to the world of visually impaired persons and enables the active inclusion of persons with disabilities in museum activities. The museum was involved in the European Union project *Art for All* which was launched within the European Year of Equal Opportunities for All in 2007, and developed strategies for bringing works of art closer to blind and partially sighted people. Via the permanent display and continuous organization of exhibitions that are tailor-made to the visually impaired, the Typhlological Museum presents, in European and international frameworks, special skills and knowledge in the areas of defectology and museology.

- The Ministry of Culture promotes the International Theatre Festival of the Blind and Visually Impaired BIT, the only festival of blind theatre in the world, which breaks prejudices and represents the high artistic achievement of people with disabilities as equal participants of the national and international cultural scene (organizer: Theatre of the Blind and Visually Impaired New Life, Zagreb). The same applies to the "Festival of Equal Opportunities" (organizer: Association of Physically Disabled in Zagreb) and its contribution to a dynamic public urban scene which promotes diverse creative achievements of persons with disabilities.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Committee recommends to the signatory state to take appropriate steps to ensure accessibility to major cultural facilities and take appropriate measures such as artistic festivals for persons with disabilities, in order to enable persons with disabilities to develop and use their creative, artistic and intellectual potential. It is recommended that the State Party ratifies the Treaty of Marrakech.

Objectives and Expected Results 2017-2020

- Public libraries allow all its users equal and direct access to sources of knowledge, information and lifelong learning.
- Networking and inclusion of persons with disabilities in cultural projects at the international, national, and local level.
- Provide conditions for creative and artistic development of persons with disabilities through inclusive programs.
- Professionalization of artists with disabilities is continually encouraged.

Measure 1 Provide people with disabilities with greater access to all community-related cultural content intended for all other citizens

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Adapt cinema and theatrical performances to people with disabilities in accordance with good practice and adapt audiovisual creations of Croatian production to deaf, hard-of-hearing,	- Number of cinema and theatrical performances in which a communication mediator, subtitling and / or narration for the visually impaired and hearing impaired	Lead partners: HAVC, LRGU Partners: associations of persons with disabilities and associations the	Funds from the state within the scope of regular activities and funds	continuous	In 2015, using funds approved by a public tender to encourage complementary activities of HAVC (in the category of development of audiovisual culture), three adaptation and/or

blind, partially sighted and deaf-blind people	is provided, in relation to the total number of theatre / cinema shows and festivals in the observed year in relation to the previous	programme of which acts in favor of persons with disabilities	from the budget of LRGUs		inclusion programmes were co-funded (the association Zamisli: I listen, therefore I see; Alternator: Children's Rights Festival; association Globe Media: Dyxy in movies 2 - workshop for children with dyslexia).
2. Conduct communication and building adaptations of areas which host cultural facilities (museums, archives, libraries, cinemas, theatres, etc.)	- the number of adapted spaces where cultural contents (museums, archives, libraries, cinemas, theatres, etc.) take place	Lead partners: MK, LGRUs	funds from the state budget within the scope of regular activities and funds from the budget of LRGUs	continuous	35 museums / collections have secured access, 23 museums / collections have partly secured access, and 137 museums / collections have no access. 3 archives have secured access, 9 archives have partly secured access, and 7 archives have no access. As far as libraries are concerned, 165 have secured access, 39 have partly secured access, and 95 libraries have no access. Initial values for other areas will be determined in the following period.

Measure 2 Continually encourage and support projects that support creative and artistic opportunities for people with disabilities, including projects that encourage networking and inclusion of people with disabilities in projects in institutional and independent culture at the international, national and local levels

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Co-fund programmes of institutions, associations and other subjects in culture, that at a professional and amateur level of affairs, affirm the creative and artistic possibilities of people with disabilities	- number and amount of grants awarded to programs of institutions, associations and other subjects in culture	Lead partners: MK, LGRUs Partners: MZO, MDOMSP, UZUVRH, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds from the state budget within the scope of regular activities and funds from the budget of LRGUs	continuous	In the year 2015, 36 grants were awarded to programmes (museum, visual, theatrical, music, library, literary-publishing and international) for which HRK 674,862.00 was provided.

Measure 3 Raise public awareness of the rights of persons with disabilities through a variety of activities which contribute to the overall tolerance of diversity in society and the suppression of stereotypes and discrimination of persons with disabilities

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Increase the possibility for persons with disabilities to be represented on an equal basis with other citizens in general media programs (in particular Croatian Radio and Television) and specialized programmes, and to intensify cooperation with	- description of the conducted activities of harmonization of the public television programme concept - the frequency of participation of persons with disabilities in general and specialized programmes of HRT and other	Lead partners: HRT, Council for Electronic Media Partners: MK, associations of persons with disabilities and associations the programme	funds from the state budget within the regular activity	continuous	The Fund for the Promotion of Pluralism and Diversity in Electronic Media awarded funds via a tender for 2015 and 2016 for the category <i>Raising public awareness of the capabilities and contribution of people with disabilities, as well as promoting and respecting</i>

HRT related to the obligations of Art. 8 of the Convention (in particular paragraphs 1 and 2 (a and c))	media in the observed year in relation to the previous	of which acts in favor of persons with disabilities			<i>their rights and dignity, including the fight against stereotypes, prejudices and harm to people with disabilities in the total amount of HRK 2,085,837.15.</i>
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Measure 4 Introduce into the national legislation the provisions of the Marrakech Agreement with the aim of facilitating access to published works for blind and partially sighted persons and persons who, for some other reason, may not use print

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which the achievement is measured)
1. Introduce the provisions of the Marrakesh Agreement into national law	- the provisions of the Treaty of Marrakech have been introduced into national legislation	Lead partner: DZIV	funds from the state budget within the regular activity	2018	RH supports prompt adopting of the Directive on certain permitted uses of works and other subject-matter protected by copyright and related rights for the benefit of persons who are blind, partially sighted or have other reading disorders and amending Directive 2001/29/EC on the harmonisation of certain aspects of copyright and related rights in the information society - and the on the cross-border exchange between the Union and third countries of accessible format copies of certain

					<i>works and other subject-matter protected by copyright and related rights for the benefit of persons who are blind, visually impaired or other reading disorders, implementing the Treaty of Marrakech in the Union's legislation.</i>
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11. PARTICIPATION IN PUBLIC AND POLITICAL LIFE

Participation of all citizens in public and political life is the foundation of democracy. The Constitution of the Republic of Croatia stipulates that the State shall pay special attention to the protection of persons with disabilities and their inclusion in social life, while the Convention on the Rights of Persons with Disabilities stipulates that the signatory States will guarantee to persons with disabilities their political rights and the possibility of exercising them on an equal basis with others. If we want an inclusive society, it is important to promote an environment that will reflect the diversity of its citizens and their right to participate in the creation of public policies and advocating the necessary changes in society. When creating policies, adopting new legislation as well as amending the existing, the role of civil society organizations of persons with disabilities is extremely important, as they are recognized as very productive and valuable partners and active stakeholders in creating policies.

By adopting the Code of Conduct with the interested public in the procedures for the adoption of laws, other regulations and acts, the Act on Regulatory Impact Assessment and the adoption of the Right of Access to Information Act, significant steps have been taken to improve the normative framework for consultation with the interested public in the Republic of Croatia. In order for the largest number of citizens, especially persons with disabilities, to be able to propose public policy measures, there is intensive development of network communication systems with the interested public.

Achievements summary for 2007-2015

- According to the Act on Voter Registry in 2012, persons deprived of their legal capacity were allowed to enrol in the registry of voters and to exercise their electoral rights on an equal basis with all citizens.
- The legislation includes a number of novelties regulating and improving the voting of people with disabilities. During elections for members of representative bodies of local and regional government units and municipal mayors, mayors and prefects and their deputies held in 2013, the laws adopted at the end of 2012 were implemented for the first time, which improved the normative framework ensuring equal participation of persons with disabilities in the exercise of their electoral rights. These are the Act on the Voter Registry, i.e. the Act on Local Elections (both published in the Official Gazette No. 144/12). The Act on Local Elections governs in detail the voting of voters who, due to some physical disability or illiteracy may not vote independently, and voters who are unable to access the polling station due to severe illness, physical impairment or inability. At the same time, proposals from the State Election Commission of the Republic of Croatia, GONG, and the Committee on Human Rights and the Rights of National Minorities of the Croatian Parliament regarding voters who have difficulty accessing polling stations due to disability have been accepted. In order to ensure the protection of the voting rights of those voters, The Law on Local Elections included a provision in Article 61, regulating the exercise of the voter's right of the voter who approaches the polling station, but is prevented to access the polling station due to disability. In this case, a procedure prescribed for the voter who, due to a severe illness, physical impairment or inability, is unable to access the polling station, shall be conducted.
- Voting for persons with disabilities, illiterate voters and voting outside the polling station is regulated by the Republic of Croatia European Parliamentary Elections Act (Official Gazette Nos 92/10, 23/13 and 143/13), and this Act specifically prescribes the voting of blind persons with the aid of another person (escort) who will, in his / her authority, encircle the ordinal number in front of the list name or in front of the name and surname of the candidate for which voter votes or a self-voting matrix.
- In 2015, the Act on the Election of Representatives to the Croatian Parliament (Official Gazette Nos 116/99, 109/00, 53/03, 167/03, 44/06, 19/07, 20/09, 145/10, 24/11, 93/11,

120/11, 19/15, 66 / 15 - consolidated text and 104/15 - Decision of the Constitutional Court of the Republic of Croatia No. U-1397/2015 of 24 September 2015), in relation with the exercise of voting rights of persons with disabilities, amended Articles 4 and 83 of the Act. In Article 4 of the Act, voters' rights were harmonized with the Act on voter registry, which gives an active voting right to persons deprived of their legal capacity. Furthermore, the provisions of Article 83 of the Act on elections of representatives to the Croatian national Parliament on the special methods for election of voters have been amended; voters who, due to a physical disability or illiteracy, cannot vote in the manner prescribed by the Act, voters who, due to a severe illness, physical impairment or helplessness, cannot access the polling station, and voters who approach the polling station, but due to physical disability or another reason cannot access the polling station.

- The State Election Commission of the Republic of Croatia prescribes mandatory instructions for each election on the manner of voting for persons with disabilities, illiterate voters, and voters who cannot access the polling station. The State Election Commission of the Republic of Croatia, via instructions for the selection of polling stations, instructs the relevant electoral commissions to when determining polling stations, wherever possible, take into account that they are accessible to persons with disabilities.
- Each year, the Ministry of Administration, on the basis of data submitted by all local and regional government units, creates an analysis of the availability of basic documents relevant to political participation at the local, regional or national level for persons with disabilities. To this end, the government units provide certain funds to fund associations that bring people with disabilities together, thereby contributing to their inclusion in the social life of cities and municipalities, and publish the acts and documents of the unit on official websites and in official gazettes, in order for them to be accessible to persons with disabilities.
- Data on the number of persons with disabilities employed in state administration bodies and their admission to the service are determined and planned by the Civil Service Admissions Plan for state administration bodies, expert services and offices of the Government of the Republic of Croatia. The Ministry of Administration continuously checks whether all the texts of the public procurement tenders for admission into service state that persons with disabilities have the right to call upon the right to preferential employment when applying for a tender / listing in accordance with the provisions of the Act on Professional Rehabilitation and Employment of Persons with Disabilities (Official Gazette Nos 157/13 and 152/14).
- The Act on the Register of Persons Employed in the Public Sector (Official Gazette No. 34/11) established a Registry containing information on all public-sector employees, including data on persons with disabilities.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Committee recommends taking measures to make the electoral process fully accessible to all persons with disabilities and to facilitate the participation of persons with disabilities in representative and executive bodies.

Objectives and Expected Results 2017-2020

- Ensuring the accessibility of the electoral process to all persons with disabilities.
- Facilitating the participation of persons with disabilities in representative and executive bodies through the availability of essential documents relevant to political participation in local, regional or national levels.
- Increased inclusion of women with disabilities into the political and public life of the community, as well as contributing to ensuring their equal opportunities in relation to other social groups.
- Improving the quality of life of women and young people with disabilities and encouraging

and empowering them for increased involvement in all forms of public life and at all levels of political decision-making and action through partnerships with organizations of persons with disabilities in accordance with Article 29 of the UN Convention on the Rights of Persons with Disabilities

- Continue to support the work of civil society organizations through funding of high-quality programs and projects in the area of protection, respect and promotion of human rights of women and young people with disabilities, as well as strengthening public awareness on the possibilities of involving women and young people with disabilities in public and political life.

Measure 1 Provide technical support or other forms of assistance in order to provide people with disabilities with access to basic relevant documents for to political participation at local, regional or national levels and to facilitate the participation of persons with disabilities in representative and executive bodies

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which the achievement is measured)
1. Create an analysis of the availability of documents for all people with disabilities and equipment available at all levels of political activity (scanners, Braille printers etc.), including their representation in representative and executive bodies	- analysis of accessibility of documents and equipment for people with disabilities created	Lead partner: MU Partners: LRGU	funds from the LRGU budget	continuous	At the beginning of 2016, the MU started an analysis of data related to the accessibility of persons with disabilities of basic documents relevant to political participation at local, regional and national level and requested from the state administration offices in the counties to collect information on the availability of documents relevant for political participation of people with disabilities in 2015 from LRGUs in its area.
2. Increase the availability of documents of different formats according to the needs of people	- increased document availability - provided necessary equipment in	Lead partner: MU Partners: LRGU	funds from the LRGU budget	continuous	In early 2016, the MU started an analysis of data related to the accessibility of persons with disabilities to basic

with disabilities and provide the necessary equipment (scanners, Braille printers, etc.) to facilitate the participation of persons with disabilities in representative and executive bodies	representative and executive bodies for the purpose of accessibility for persons with disabilities				documents relevant to political participation at local, regional and national level.
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Measure 2 To monitor the equal participation of persons with disabilities in the exercise of their electoral rights

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/Year	Initial data (in relation to which the achievement is measured)
1. Create an analysis of electoral legislation and propose amendments to electoral legislation	- created analysis of electoral legislation - adopted amendments to the law to ensure the accessibility of the electoral procedure to all persons with disabilities	Lead partner: MU Partner: DIP	funds are secured in the state budget within the funds for the implementation of elections	continuous	The existing state of electoral legislation.

Measure 3 Promote the participation of women and young people with disabilities in public and political activities at all levels

Activities	Indicators	Responsible / implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Provide funding for the implementation of programmes and projects of civil society organizations to provide support to women and young people with disabilities for inclusion in public and political life	- number of civil society organizations receiving financial aid (on an annual basis)	Lead partner: ULJPPNM	funds were secured in SB 2017-2019. under heading 020, A 681022 , account 38, in the amount of 50.000,00 HRK	2017-2020	In March 2015, the ULJPPNM conducted a Tender for financial aid to civil society organizations programmes in the Republic of Croatia in the area of protection, respect, and promotion of human rights within the available budget from the State Budget, which included five financing priorities, of which one priority related to promoting inclusion of women and young people with disabilities in public and political life. Two civil society organizations projects were financed in the total amount of HRK 45.000,00.
2. Organize public hearings, round tables, and seminars with a view to informing and sensitizing the public about the possibilities of involving women and	- number of public hearings, round tables, seminars - number of participants in public hearings, round tables, seminars	Lead partner: MDOMSP, URSVRH Partners: ULJPPNM, LRGU, associations of persons with	funds were secured in SB 2017-2019 under heading 102, A 558051 Affirm	continuous	In cooperation with the Council of Europe, the Ministry of Social Policy and Youth organized a Regional Seminar on the Participation of Persons with Disabilities in Political and Public

young people with disabilities in public and political life		disabilities and associations the programme of which acts in favor of persons with disabilities	ation of Rights and Improvement of Policy Involving Persons with Disabilities, account 32, in the amount of HRK 5,000.00		Life in 2012. The purpose of the seminar was to promote Recommendation CM / Rec (2011) 14 of the Committee of Ministers to Member States on the participation of persons with disabilities in political and public life.
3. Develop and implement gender-sensitive programs through county gender equality commissions, with a focus on improving the position of women with disabilities	<ul style="list-style-type: none"> - the number of programs created - the number of locations where these programs were introduced - number of participants of programme implementation 	Lead partners: URSVRH, county commissions for gender equality Partners: MDOMSP, LRGU, OCD	funds from the state budget within the regular activity	2017-2020	According to available data, gender-sensitive programs aimed at removing stereotypes have not been developed so far.
4. Continually assess the quality of gender sensitive programs through county commissions for gender equality with a focus on improving the position of women with disabilities	<ul style="list-style-type: none"> - continuous evaluation of end users' satisfaction with implemented programs - increased access to information / education on participation and inclusion of persons with disabilities in political and public life 	Lead partners: county commissions for gender equality Partners: MDOMSP, LRGU, OCD	funds from the state budget within the regular activity	continuous	By January 2017, a total of 18 county gender equality commissions included measures in their action plans for the implementation of the National Gender Equality Policy 2011-2015, with the aim of improving the position of women with disabilities at the local level.

12. RESEARCH AND DEVELOPMENT

According to the data of the Registry of People with Disabilities, in February 2016, data for 511 194 persons with disabilities (11.9% of total population) was recorded in the Republic of Croatia, out of which 203 606 were women (39.8%) and 307 588 (60,2%) were male. Data on 35 367 children with more severe disabilities (6.9%) was recorded in the Registry, of which 13 334 (38%) were girls and 22 033 were boys (62%). In order to create the basis for decision-making and policy-making in this area, based on relevant data, it is necessary to continually improve the quantitative research of the Registry, but also to carry out qualitative and targeted studies on this particularly vulnerable population.

Achievements summary for 2007-2015

- Established functional Registry of persons with disabilities, which responds to all inquiries within 24 hours, except for more complex requests.
- The Registry of persons with disabilities has become a basic registry for the confirmation of the status of a person with disabilities and the implementation of the Ordinance on the Content and Manner of Keeping a Register of Employed Persons with Disabilities (Official Gazette No. 44/14).
- A Report on persons with disabilities is regularly published annually, which is available on the website of the Croatian Institute for Public Health.
- The International classification of functioning, disability and health has been translated into Croatian, printed and included as a conceptual framework in the system of expertise for people with disabilities.
- The multi-annual co-ordination of the reform of the system of expertise resulted in the Unique Body of Expertise and the Regulation on Expertise Methodologies.
- The necessary information has been gathered, including routine statistical indicators and the results of scientific research, which will enable the formulation and implementation of policies to improve the quality of life and equalize opportunities for people with disabilities and their families. The data will be appropriately classified and used to identify and eliminate obstacles faced by persons with disabilities in exercising their rights. All information, statistics and research results will be accessible to people with disabilities, but also to anyone who in some way care for people with disabilities.
- Five qualitative studies have been conducted in the areas of autism, intellectual disabilities, hearing impairment, neuromuscular diseases, and women with disabilities, for which scientific papers have been published. In addition, 17 scientific and professional papers on disability were published in national and international indexed journals.
- HZJZ's Web pages are also tailored to people with visual impairment, and the Classifieds for People with Disabilities are functional, where only persons with disabilities can advertise their products and services.
- A module was organized at the University of Applied Health Sciences, in which the lecturers were the Gender Equality Ombudsperson, as well as representatives of associations of blind, deaf, tetraplegia and paraplegia associations, and associations of persons with mental disabilities. Also, the University of Applied Health Sciences and the Faculty of Education and Rehabilitation held courses and conducted exercises where the lecturers and the performers were also persons with disabilities.

Obstacles:

- There are still bodies/resources in the system that collect data on persons with disabilities, and do not submit them to the Registry. HZZO - data on orthopedic aids; HZZ - data on employment of persons with disabilities. All these sources should be included in the new Act on the Register of Persons with Disabilities in order to achieve the comprehensiveness of the

data.

- Paper as a communication tool with the social welfare and education system - such a data delivery method required detailed control of each delivered decision/finding, and above all, data on diagnoses of the cause of disability. This data is not accurately aligned with the International Classification of Diseases, which requires a great deal of engagement in improving the quality of this data.
- All systems do not include the PIN (OIB) in its decisions/findings that is a mandatory person's identifier after the Unique Personal Identification Number (JMBG), according to the Act on the Register of Persons with Disabilities. This requires additional engagement in finding this information, which takes away large resources.
- Data on persons with disabilities did not enter the primary health care message that enters CEZIH¹⁰, although HZJZ did redefine the message and shorten the Disability Form as required.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Committee recommends that the State party systematically reviews and transforms the data collection system to the extent applicable to women and men with disabilities, and be actively involved and closely consult with persons with disabilities and their representative organizations.

The Committee's recommendation is to systematically collect data and statistics on the situation of women and girls with disabilities, with indicators for assessing cross-sectoral discrimination and incorporating appropriate analysis into the next report.

Objectives and Expected Results 2017-2020

- The necessary information has been gathered, including routine statistical indicators and the results of scientific research, which will enable the formulation and implementation of policies to improve the quality of life and equalize opportunities for people with disabilities and their families. The data will be appropriately classified and used to identify and eliminate obstacles faced by persons with disabilities in exercising their rights.
- All information, statistics and research results are accessible to people with disabilities, but also to anyone who in some way care for people with disabilities.

¹⁰ Central Healthcare Information System of the Republic of Croatia

Measure 1 Improve statistical and information strategies for policy development and standards related to people with disabilities					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Adoption and harmonization of the new Act on the Register of Persons with Disabilities in Croatia ¹¹ with the legislation that regulates the manner of assessment and exercise of rights for persons with disabilities	- a new Law on the Register of Persons with Disabilities has been adopted	Lead partner: MZ Partners: HZJZ, MZO, MHB, MDOMSP, MRMS, HZMO, HZZO, ZVPRZOSI	funds within regular activities	2017	The existing Act on the Register of Persons with Disabilities in Croatia has to be amended and aligned with the Regulation on Methodology of Expertise ¹² , as well as other regulations governing the exercise of rights of persons with disabilities.
2. Establish an electronic message on people with disabilities from primary health care and ensure its delivery to the Register of People with Disabilities	- a memorandum on persons with disabilities was created and delivered from CEZIH ¹³ to the Register of Persons with Disabilities	Lead partner: HZJZ Partners: MZ, HZZO	funds within regular activities	2017	The Disability Form, prescribed by the Regulation on the form for delivering data to the Croatian Register of Persons with Disabilities ¹⁴ is not adapted to sending from primary health care to the CEZIH system. For this reason, doctors have to fill out a paper

¹¹ Official Gazette No. 64/01

¹² Official Gazette No. 153/14

¹³ Central Healthcare Information System of the Republic of Croatia

¹⁴ Official Gazette No. 07/02

					application which, given the computerization of this part of health care, greatly hampers the work process and results in under-registration of disabilities from this data source.
3. Provide conditions for collecting data on the rights of persons with disabilities in electronic form or on paper from all departments issuing decisions based on the Findings and opinions of the Unique Body of Expertise and submitting them to the Register of Persons with Disabilities (this message should contain the PIN (OIB) of the person exercising the right)	- delivered decisions to the Register of Persons with Disabilities on the realized rights of persons with disabilities in e-form or paper with the relevant PIN (OIB) of the person exercising the right	Lead partner: HZJZ Partners: MZ, MZO, MHB, MDOMSP, MRMS, HZMO, HZZO, HZZ	funds within regular activities	2017	The Register currently, in accordance with the Act on the Register, does not collect data on the rights of persons with disabilities from the department issuing Findings and opinion of the Unique Expertise Body.
4. Harmonize the methodology for collecting data on persons with disabilities in line with the recommendations of the UN Committee on the Rights of Persons with Disabilities	- monitoring and analysing data on violence against girls and women with disabilities	Lead partner: HZJZ Partners: MUP, MDOMSP, MZ, HZZO, associations of persons with disabilities	funds within regular activities	2017	Data from the Register of Persons with Disabilities.
5. Provision of	- a regular annual	Lead	funds	continuo	Data is

regular statistical reports from the Croatian Register of Persons with Disabilities	report on persons with disabilities published on the HZJZ web site	partner: HZJZ	within regular activities	us	regularly published on HZJZ pages and so far, reports are available for 2007 to 2015,
Measure 2 Improve disability classification					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Print translation of the International Classification of Functioning, Disability and Health (ICF), version for children and young people (ICF CY), by the World Health Organization	- classification translated into Croatian and printed, and adapted to the needs of the visually impaired	Lead partner: HZJZ	funds within regular activities	2018	So far, the International Classification of Functioning, Disability and Health (ICF) - version for adults has been translated, printed, and published, but the version for children has not.
2. Include the International Classification of Functioning, Disability and Health (ICF) in health information systems that deal with data on persons with disabilities	- ICF included into health information systems (BIS ¹⁵ , CEZIH) and recording data on functionalities of persons by users/healthcare workers and health care staff	Lead partner: HZJZ Partners: MZ, HZZO, primary health and hospital health care facilities	funds within regular activities	2020.	ICF is not included in health information systems. There are attempts to implement physiotherapy in home care.
3. Provide education of educators on how to apply the International Classification of Functioning, Disability and	- number of educated experts, by systems/ministries on manners of use of the ICF	Lead partners: HZJZ, MZ, MDOMSP	funds within regular activities	continuous	There is no systematic education. So far, about 80 experts from various branches who were involved

¹⁵ Hospital Information System

Health (ICF)					in the process of expertise system reform have been educated about ICF.
Measure 3 Encourage research studies and close cooperation of competent bodies to ensure the availability of comprehensive data in order to achieve a higher level of knowledge of people with disabilities and the adoption of high-quality information-based disability policies and programs					
Activity	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Establish an inter-departmental Work group for the preparation of the Priority research plan	- established inter-departmental Work group for the preparation of the Priority research plan	Lead partners: MDOMSP, HZJZ, ERF, teacher education faculties, medical faculties, the Social Work Study Centre and scientific institutions in the field of social research Partners: MZ, MZO, MHB, MRMS, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds within regular activities	2017	There is no inter-departmental work group.

<p>2. Organize and conduct research studies that contribute to the improvement of education, health, and quality of life of persons with disabilities at regional and national levels, and engage in international research and projects</p>	<p>- number of studies carried out / number of projects</p>	<p>Lead partners: MDOMSP, HZJZ, ERF, teacher education faculties, medical faculties, the Social Work Study Centre and scientific institutions in the field of social research Partners: MZ, MDOMSP, MZO, MHB, MRMS, OCD</p>	<p>funds within regular activities and ESIF funds</p>	<p>2020.</p>	<p>In the period 2007-2015, 9 scientific researches and 10 professional papers were conducted and published on this topic organized by and in cooperation with HZJZ.</p>
<p>3. Publish the conducted studies in relevant international and national professional and scientific journals</p>	<p>- number of published and / or submitted research to reviews</p>	<p>Lead partners: HZJZ, ERF, teacher education faculties, medical faculties, the Social Work Study Centre and scientific institutions in the field of social research Partners: MZ, MDOMSP, MZO, MHB, MRMS, associations of persons with disabilities and associations the programme of which acts</p>	<p>funds within regular activities and ESIF funds</p>	<p>continuous</p>	<p>In the period 2007-2015, 19 different scientific and professional papers on the topic of disability were published.</p>

		in favor of persons with disabilities			
4. Organize scientific conferences at international, national and regional levels related to people with disabilities	- number of meetings and participants	Lead partners: HZJZ, MDOMSP, scientific institutions in the field of social research Partners: ERF, Faculty of Teacher Education, University of Zagreb, the School of Medicine, MZ, MZO, MHB, MRMS	funds within regular activities and ESIF funds	2020.	HZJZ has no knowledge that there were targeted scientific conferences that included topics from all areas of disability in a single conference/congress.
5. Introduce an interdisciplinary course on the necessary support for people with disabilities at faculties and polytechnics linked to the area of disabilities (e.g., medical, educational-rehabilitative, nursing, physiotherapy, work therapy, education, construction, traffic, architecture)	- number of faculties and polytechnics in which an interdisciplinary course on necessary support for persons with disabilities has been introduced	Lead partners: universities, polytechnics Partners: HZJZ, ERF, teacher education faculties, medical faculties, MZ, MDOMSP, MZO, MHB, MRMS	funds within regular activities and ESIF funds	2020.	There are no interdisciplinary courses on the necessary support for people with disabilities at faculties and polytechnics.
6. Track study findings at the international level, translate, distribute, and integrate relevant recommendations in drafting all	- number of translated, distributed, and integrated recommendations in strategic documents	Lead partners: HZJZ, ERF, teacher education and medical faculties, the Social Work	funds within regular activities	continuous	There is no systematic search for international literature on research from the area of disabilities.

strategic documents and measures related to people with disabilities		Study Centre, and scientific institutions in the field of social research Partners: MZ, MZO, MHB, MDOMSP, MRMS, HZMO, HZZO, HZZ, ZVPRZOSI			
Measure 4 Enhance the availability of data from the Croatian Public Health Institute to persons with disabilities					
Activity	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Improve the website of the Croatian Institute for Public Health ¹⁶ as a potential communication space for people with disabilities	- the number of content on web pages related to persons with disabilities or from which the persons with disabilities benefit in everyday life	Lead partner: HZJZ	funds within regular activities and ESIF funds	2020.	HZJZ websites http://www.hzjz.hr/

¹⁶ www.javno-zdravlje.hr and www.hzjz.hr

13. RECREATION, LEISURE, AND SPORTS

Social tourism, or "tourism for all," as it is increasingly being called, is one of the more important products of Croatian tourism development by 2020, especially in the context of creating conditions for all-year business. According to the Tourism Development Strategy of the Republic of Croatia up to 2020, it shall be necessary to provide tourism infrastructure and supra-structure which will provide vulnerable social groups with the quality and variety of vacations appropriate to their needs and common standards of the European Union.

In the first place, and in accordance with measures and activities prescribed in the Strategy, it is necessary to launch a campaign of awareness to tourism service providers on the importance and relevance of social tourism, development of a social tourism database and the creation of detailed guidelines for the necessary adaptation of existing tourist facilities and products. Together with the competent institutions from Malta and Finland, representatives of the Ministry of Tourism participated in the framework of the mentioned initiative in the project Accessible Culture for All (*Kultura dostupna svima*), with the aim of developing culture that will facilitate the implementation of social tourism, exchange of examples of good practice and identifying the most important shortcomings and possible development opportunities in terms of improving conditions and opportunities for traveling for people with disabilities.

Achievements summary for 2007-2015

- In 2008, through the technical assistance financed under the PHARE 2005 programme, the Ministry of Tourism prepared a Draft Social Tourism Strategy in Croatia and then, before accession of the Republic of Croatia to the European Union, actively participated in the initiative of the European Commission under the title *CALYPSO - Tourism for Everyone*. Thus, within the aforementioned initiative, in 2010, the profile of the country *Calypso Study on Social Tourism in Croatia* was created by the consultants of the European Commission.
- From 2008 to 2011, the Ministry of Tourism implemented the "Tourism without Barriers" programme in view of encouraging investments in ensuring accessibility to public areas and tourist facilities for persons with disabilities or reduced mobility. In the stated period, a total of HRK 2.28 million was allocated for this purpose.
- During 2012, through the "A Step More" tourism sector advancement programme, the Ministry of Tourism co-financed, inter alia, the adaptation of public areas and tourist facilities for persons with disabilities (beaches, promenades, pools, accommodation units) providing a total of HRK 980,625.00.
- Through the "Innovative Tourism" programme in 2012, the Ministry of Tourism co-financed innovative solutions in the total amount of HRK 255,000.00 for ensuring accessibility to public areas and tourist facilities such as: the "Gradina" sensory and didactic path, "Poseidon" - rehabilitation diving for persons with disabilities and the "Tourism without Barriers" film.
- In 2015 and 2016, the Ministry of Tourism has implemented a Public Tourist Infrastructure Development Programme for the development beaches, visitor centres and interpretation centres where the projects were evaluated with additional points for the criterion: "Accessibility of project to persons with disabilities: access and movement of persons with disabilities or with reduced mobility ensured (ramps/lifts for persons with disabilities, toilet facilities for persons with disabilities, Braille signs, tactile paving, accessibility of project information and communication for the deaf and the blind) and the state of project adaptation to other vulnerable groups". In this way, co-financed projects, either through co-financing of project documentation or capital construction, are adapted for use of persons with disabilities wherever this is feasible.
- In the Ordinance on Classification, Categorization and Special Standards for Catering Facilities from the Group Hotels (Official Gazette Nos 88/07, 58/08, 62/09, 63/13, 33/14 and 92/14), the Ministry of Tourism prescribes conditions for persons with disabilities as well as a

special standard for persons with disabilities.

- The Croatian School Sports Association as the umbrella organization of school sports in Croatia aims to involve as many students as possible in their programmes. When considering students with developmental disabilities and their involvement in individual programmes, the Croatian Sports Association organizes the State championships of school sports associations of students with intellectual disabilities. The State championship has been organized for seven years in a row and it is attended by all primary and secondary schools and education centres in Croatia which educate students with intellectual disabilities. The total number of participants of the State Championship in the 2008/2009 school year was 24 schools/centres with 134 pupils and 47 assistants, and the last organized State championship in the 2014/2015 school year, it was attended by 32 schools/centres with 197 students and 70 assistants.
- The programme of the Universal sports school is dedicated to children with developmental disabilities from the 1st to the 4th grade of primary school, and it is implemented in schools during eight months, and physical education teachers engage with the students two classes a week.

Objectives and Expected Results 2017-2020

- Provide publicly available information on facility and service accessibility in tourist destinations in order for persons with disabilities to exercise their right to access the services provided by organizers of tourist activities.
- Increased awareness of the importance of developing affordable tourism and increasing the level of tolerance, acceptance and respect for people with disabilities by all tourism stakeholders in public and private sectors.
- Involve as many students with developmental disabilities and persons with disabilities in sports programmes as well as national and international competitions.
- Increased number of sports at the State championship, and inclusion of students with various disabilities in the State championship, and cooperation established with the Croatian Paralympic Committee and the Croatian Sports Association of the Deaf as by the State championship.
- Increased number of institutions implementing the Universal sports school programme (intended for children with developmental difficulties from 1st to 4th grade of primary school), and it is expected to increase to 10 departments from the current 2.
- A larger number of adapted playgrounds, sports grounds and parks for children with developmental disabilities ensured.

Measure 1 Inform and raise awareness of affordable tourism

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Create an accessibility database involving facilities and services in tourist destinations	- publicly accessible database created	Lead partner: MT Partners: associations of persons with disabilities and associations	ESIF funds	2017 and continuous updating	Accessibility database in tourist destinations does not exist.

		the programme of which acts in favor of persons with disabilities, LRGUs, tourist community system			
2. Develop and implement a campaign to raise awareness of affordable tourism	- campaign to raise awareness of accessible tourism developed and implemented	Lead partner: HTZ Head Office, MT Partners: associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities, tourism and catering professional associations, LRGUs, tourist community system	ESF funds	2020.	Similar activities have not been implemented so far.
Measure 2 Develop, implement and monitor extracurricular programs involving sports and other activities that will enhance the inclusion of children and youth with disabilities					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Develop proposals for new programmes involving extracurricular sports and other activities	- new programmes involving extracurricular sports and other activities developed	Lead partner: HŠSS Partner: SDUŠ	for the implementation of activities, funds in the state	continuous	Two programmes involving extracurricular sports and other activities were developed.

			budget are not required		
2. Conduct programmes involving extracurricular sports and other activities	<ul style="list-style-type: none"> - organization of State championships of school sports associations involving students with intellectual disabilities - Universal sports school programmes for students with developmental difficulties 	Lead partner: HŠSS Partner: SDUŠ	funds were secured in SB 2017-2019, under heading 036, A91600 2 State-level public sporting programmes, account 38, in the amount of HRK 240,000.00	continuous	In the 2014/2015 school year, 197 pupils attended the State championship for children with intellectual disabilities. In the 2014/2015 school year, the programme of the Universal sports school was conducted for children with developmental difficulties in two departments.
3. Monitor the implementation of extracurricular sports and other activities	<ul style="list-style-type: none"> - number of schools and education centres, and number of students included in the system of the State championship of school sports associations of students with intellectual disabilities - number of departments involved in the Universal sports school programme for students with developmental difficulties 	Lead partner: HŠSS Partner: SDUŠ	for the implementation of activities, funds in the state budget are not required	continuous	In the 2014/2015 school year, the following were involved: <ul style="list-style-type: none"> - 32 schools/centres, - 197 students, - 70 teachers/leaders. In the 2014/2015 school year, the programme of the Universal sports school was conducted for children with developmental difficulties in two departments.
4. Make proposals for programmes	- proposals of programmes	Lead partner:	for the implem	continuous	In 2016, 9 development

for the inclusion of children with developmental disabilities and youth with disabilities into daily, continuous, planned and programme sports activities at the place of residence	developed with regard to the inclusion of children with developmental disabilities and youth with disabilities into sports activities in the place of residence	HPO Partners: national, county and city sports associations of persons with disabilities	entation of activities, funds in the state budget are not required		programmes of county and city sports associations of persons with disabilities were held, and 75 children with developmental disabilities and youth with disabilities participated.
5. Implement programmes for the inclusion of children with developmental disabilities and youth with disabilities into daily programmed and planned sports activities at the place of residence	- programmes of organizing sports camps, competitions for youth with disabilities and children with developmental disabilities at the national level	Lead partner: HPO Partners: national, county and city sports associations of persons with disabilities	LGU funds	continuous	In 2016, there were no sports camps for children with developmental disabilities and youth with disabilities. In 2016, the number of children with developmental disabilities and young athletes with disabilities, who participated in state competitions for persons with disabilities, was 101.

Measure 3 Conduct sports programmes and other activities that will improve the inclusion of children with developmental disabilities and persons with disabilities

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Organize domestic and international competitions for deaf children, youth and deaf adults	- number of participants and competitors in the championship	Lead partner: HSSG Partner: SDUŠ	funds were secured in SB 2017-2019, under heading 036,	continuous	There are currently no starting data.

			A916002 State-level public sporting programmes, account 38, in the amount of HRK 274,000.00		
Measure 4 Provide and adapt children's playgrounds, sports grounds and parks for children with developmental disabilities					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Ensure access to playgrounds, sports grounds and parks adapted to children with developmental disabilities (existing and newly built)	- number of adapted existing facilities - number of newly built facilities	Lead partner: LRGU	LRGU funds and ESIF funds	continuous	There are no data on the number of playgrounds, sports grounds and parks adapted to children with developmental difficulties.

14. HIGH-RISK SITUATIONS AND HUMANITARIAN CRISIS STATES

The Republic of Croatia has a modern civil protection system and is capable of responding to the needs of the protection of people, goods and the environment from threats, sufferings and other challenges of modern society, but also, if necessary, providing assistance to others or receiving assistance from other countries. Assistance is provided without discrimination to all residents, taking into account their needs and giving priority to the most urgent cases. The civil protection system and activities in Croatia are regulated by the Civil Protection System Act (Official Gazette No. 85/15). The civil protection system provides the necessary assistance to all those who need it, without discrimination on any ground.

Achievements summary for 2007-2015

- The Civil Protection System Act (Official Gazette No. 82/15), which entered into force in August 2015 and replaced the Protection and Rescue Act, better regulated the relations between different levels of the system and the use of operational forces which are the prerequisites for raising the level of response capacity efficiency-to the consequences of ever more frequent natural disasters. However, in evacuation plans in case of disasters, persons with disabilities are still not particularly prominent.
- As an example of good practice in providing assistance to citizens, the free "Pocket Security" mobile application for smartphones stands out, and the application has a preventive, educational purpose and with the help of which individuals get simple instructions on how to act in natural disasters or extreme weather events. The stated is appropriate to the deaf and hard-of-hearing people, and the application is intended for mobile device users with Android and iPhone operating systems.

Objectives and Expected Results 2017-2020

- Specific normative, planning and operational measures ensure non-discriminatory treatment of the participants and operational forces of the civil protection system related to persons with disabilities for the purpose of their protection and security in the case of disasters, natural or technical and technological as well as in cases of armed conflicts and humanitarian crises.
- Action plans related to the civil protection system respect the specific needs of every person with disabilities, not that of groups or categories of persons with disabilities.
- Public alert processes are arranged in such a way as to cover, as much as possible, the individual needs of persons with disabilities and all the capacity to accommodate persons with disabilities.
- Procedures from civil protection action plans are elaborated in a way to avoid discrimination of persons with disabilities at all stages (cases of discrimination should be resolved quickly and fairly).
- Temporary accommodation after a disaster for persons with disabilities is available and designed to meet their basic needs by the time the conditions are met for their return to the places where they were evacuated from.

Measure 1 Regulate the provision of the same level of support for persons with disabilities in case of disaster on an equal footing with other citizens					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. The implementing regulations in the field of civil protection explicitly provide the treatment of persons with disabilities in disasters	- treatment for persons with disabilities in disasters explicitly provided in implementing regulations, taking into account the specificities of all types of disability	Lead partner: DUZS Partner: MDOMSP	funds from the state budget within the regular activity	2017	The provisions regulating the ways of granting aid to persons with disabilities will be incorporated into implementing regulations under the Civil Protection System Act.
Measure 2 Prepare disaster relief plans for persons with disabilities					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Incorporate tasks/treatment of operational force of the civil protection system into all levels of civil protection action plans with regard to implementing measures and activities of rescuing persons with disabilities in major accidents and disasters	- implementing care for persons with disabilities in major accidents and disasters is embedded in the action plans of the civil protection system and civil protection operational plans	Lead partner: DUZS Partners: MDOMSP, MZ, MZO, LRGUs, social welfare institutions, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds from the state budget within the regular activity	2018	The DUZS does not have data on the inclusion of disability-related measures in the current LRGU protection and rescue plans (the estimate is that it is not a large number of documents with this content).

<p>2. The special decisions of the competent central state administration bodies and representative bodies of the local and regional government units define the obligation holders (inclusion of competent public services, the obligations of which are their regular activity, civil society organizations and other dedicated capacities), which need to develop civil protection operational plans for their implementation</p>	<p>- specific decisions have been made at SAB and LRGU level, and civil protection operational plans have been drawn up</p>	<p>Lead partner: DUZS Partners: MDOMSP, MZ, MZO, LRGUs, social welfare institutions, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities</p>	<p>funds from the state budget within the regular activity</p>	<p>2018</p>	<p>Institutions which persons with disabilities are accommodated in have no operational plans for work in major accidents and disasters.</p>
<p>3. Define appropriate supplementary ways of alerting people with disabilities, different from standard ways which are used for public alert purposes, especially introducing the use of new technologies and introducing new operational communication procedures, focusing on adapting the transfer of information to</p>	<p>- introducing the practice of new technology of public alert</p>	<p>Lead partners: DUZS, LRGU</p>	<p>funds from the state budget within the regular activity</p>	<p>2020.</p>	<p>No special and specific ways to transfer information to people with disabilities have been developed nor used in the public alert system in Croatia, particularly with the support of technical solutions and new information and communications technologies.</p>

appropriate categories of disability					
4. Pursuant to implementing regulations, establish places for implementing care and providing for the urgent needs of persons with disabilities	- places for implementing care and providing for the urgent needs of people with disabilities established	Lead partner: DUZS Partners: MDOMSP, MZ, MZO, social welfare institutions, LRGUs, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds from the state budget within the regular activity	2018	The locations for implementing care of persons with disabilities have not been established in advance but are determined ad hoc according to the available accommodation capacities.

Measure 3 Enable and prepare civil protection staff to participate in disaster relief care involving persons with disabilities

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Incorporate content/topics on how to implement disaster relief care measures involving persons with disabilities ¹⁷ into existing training programmes for members of the operational forces of the civil protection system	- embedded content on the implementation of disaster relief care measures involving persons with disabilities into existing training programmes for operational forces and especially in new training programmes	Lead partner: DUZS Partners: MDOMSP, OCD	funds from the state budget within the regular activity	2017	In the civil protection commissioner training programme, the provisions related to the implementation of measures involving care of persons with disabilities in disasters are incorporated, but need to be

¹⁷ Civil protection system consists of: (1) participants - Croatian Government, LRGUs, OS RH, police, (2) operational forces - civil protection headquarters, fire brigade, red cross society, mountain rescue service stations, civil protection units and commissioners, legal persons in the civil protection system and (3) citizens

					further expanded. Training programmes adopted by 2015 involving other operational forces of the civil protection system do not include provisions on the care of persons with disabilities.
2. In all activities of the system (trainings, exercises), give special emphasis to provisions on the manner of caring for persons with disabilities, provide the appropriate equipment for operational force staff to participate in providing emergency relief to persons with disabilities in disasters	- number of operational forces of the civil protection system qualified for professionally correct and impartial treatment of persons with disabilities in disaster interventions	Lead partners: DUZS, LRGUs, bodies and operational forces of the civil protection system Partners: associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds from the state budget within the regular activity	2019	Provisions on the manner of caring for persons with disabilities have not been incorporated into the programmes, and the equipment and resources for members of the operational forces of the civil protection system required for conducting immediate emergency assistance to persons with disabilities have not been procured.
3. Conduct two field exercises on the general subject of disaster relief care regarding persons with disabilities involving	- two field exercises prepared and conducted	Lead partners: DUZS, LRGU Partners: MDOMSP, institutions whose regular activity is the	funds from the state budget within the regular activity	2019 and 2020	Until now, no civil protection exercises have been carried out under this activity.

operational capacities of the civil protection system		care of persons with disabilities, associations of persons with disabilities and associations, the programmes of which act in favor of persons with disabilities			
4. Ensure evacuation, emergency transport, shelter and rehabilitation in events of disaster by using all capacities tailored to the specific needs of persons with disabilities	- degree of capacity adaptation and utilization, which degree would be determined by analysing the readiness of these capacities or by analysing the readiness of the civil protection system	Lead partners: DUZS, LRGU Partners: associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds from the state budget within the regular activity	2019	There are no clearly defined capacities and systematically managed databases on the subject.
5. Civil protection action plans establish tasks involving the operational forces of the civil protection system, identify the material requirements and sources of meeting thereof, prepare for the tasks from the competence of participants and operational forces of the civil protection system	- activity is elaborated in the Civil Protection Action Plans at all levels of the civil protection system, at the national, regional and local level	Lead partners: DUZS, LRGU Partners: MDOMSP, institution whose regular activity is caring for persons with disabilities	funds from the state budget within the scope of regular activities and funds from the budget of LRGUs	2019 and 2020	Tasks and necessary dedicated material resources to support members of the operational forces of the civil protection system in disaster relief care involving persons with disabilities are not defined, nor are the sources of their provision.

15. ASSOCIATIONS OF PERSONS WITH DISABILITIES IN CIVIL SOCIETY

One of the fundamental features of contemporary democracies is a developed civil society that is, inter alia, realized in open dialogue, cooperation and partnership of citizens, civil society organizations, or generally interested public with public and state institutions. The activities of associations of persons with disabilities are primarily aimed at protecting and promoting the rights of persons with disabilities and providing social services for their integration into society by improving the quality of their lives. Civil society organizations advocate the rights of persons with disabilities by influencing public policies and introduce novelties in the area of providing social services; they mobilize additional human and financial resources, especially the potential of volunteer work.

When creating policies, adopting new legislation as well as amending the existing, the role of civil society organizations of persons with disabilities is extremely important, as they are recognized as very productive and valuable partners and active stakeholders in creating policies.

Achievements summary for 2007-2015

- Representatives of associations of persons with disabilities have been involved in the work of the Council for Civil Society Development, an advisory body of the Croatian Government, since establishment thereof in 2002.
- In November 2009, the Croatian Government adopted a Code of Practice on Consultation with the Interested Public in Procedures of Adopting Laws, Other Regulations and Acts (Official Gazette No. 140/09).
- An important step in the improvement of the normative framework for the practice of consultation with the interested public was achieved through the adoption of a new Access to Information Act (Official Gazette No. 25/13) in February 2013, thereby fulfilling the measures from the National Strategy for the Creation of An Enabling Environment for the Civil Society Development 2012-2016, as well as measures from the Action Plan for the implementation of the Open Government Partnership initiative in Croatia. The Law stipulates, inter alia, that all public authorities competent to draw up draft laws and by-laws are obliged to publish the draft law and other regulations subject to public consultation with the interested public on their website generally for a period of 30 days, announcing the reasons for adopting objectives which are to be achieved through counselling.
- In 2014, work started on setting up an e-Savjetovanja portal, as a unique Internet public consultation system in the process of adopting new laws, other regulations and acts, within the *savjetovanja.gov.hr* website. The system enables citizens to track the flow of the creation of an individual document - from a work group to its adoption and publication in the National Gazette, and it provides the ability to directly engage in the drafting by commenting on the proposed text during public consultation. Since the launch of the central state portal for consultation with the interested public at the end of April 2015, more than 400 consultations have been launched through the e-Savjetovanja application by 35 state administration bodies and other public institutions. At the beginning of March 2015, there were 4 033 users registered in the e-Consulting application. Out of 202 associations registered in the system, 8 are associations of persons with disabilities. Additional efforts should be made to animate associations of persons with disabilities to participate in consultations with the interested public.
- Pursuant to the new Associations Act (Official Gazette No. 74/14), in March 2015, the Croatian Government adopted the Regulation on the Criteria, Standards and Procedures of Financing and Contracting Programmes and Projects of Interest to the Public Good Implemented by Associations (Official Gazette No. 26/15). For the coordinated activities of all financial and training providers on the need and importance of consistent application of the

Regulation, the Office for Associations: coordinates the drafting, implementation and monitoring of public tenders for funding programmes and projects from public sources; to all providers of financial resources from public sources at the national level, gives a preliminary opinion on the alignment of the funding area and the procedure for the implementation of the tender with the Regulation and, for tenders with a value greater than HRK 10 million, performs a previous quality control over tender documentation and other conditions which must be met by providers of financial resources related to the application of funding criteria and contracting of programmes and projects; prepares a consolidated annual plan of tenders and other programmes involving associations funding from public sources at the national level for the purpose of harmonization and better joint planning of funds from national public resources and EU fund resources intended for funding programmes and projects of associations; at the beginning of each year, organizes Information Days where all providers of financial resources present the tenders to be announced in the current year to programmes and projects of associations at the national level to potential and interested users; collects and publishes information on announced tenders at national and local levels and publishes them at the Office for Associations website; provides timely exchange of information between providers of financial funds on associations which spend allocated funds for unintended purposes or otherwise fail to comply with the contractual obligations; prepares and publishes on its website a Handbook for procedures in the Regulation implementation, with sample forms of tender documentation, as a reference to providers of financial resources; conducts counselling and training on the application of this Regulation involving employees of providers of financial resources working to allocate financial resources to associations. In 2015, there were 26 workshops and lectures on the implementation of the Regulation with a total of 1 260 participants.

- The Office for Associations prepares annual reports on the financing of CSO projects and programmes from the state budget, which shows how much funds are spent on projects and programmes of associations of persons with disabilities or for projects and programmes targeted at this category of citizens.
- In its tenders, the Office for Associations further promotes the principle of partnership and cross-sectoral cooperation between civil society organizations, further evaluating partnerships at the local, regional and national level.
- The National Strategy for the Creation of An Enabling Environment for the Civil Society Development 2012-2016 was adopted, which Strategy highlights the important role of CSOs in relation to the current changes in the access to social service provision in Croatia, whereby Croatia has opted for decentralization and deinstitutionalisation of services, which the country does not have enough human resources for or there is an unequal regional coverage involving social services in local communities. Social services provided by CSOs need to be aligned with the growing complexity of user needs, the establishment of a balanced network of institutional and non-institutional forms of care (community-based social services), the development of services which encourage employment of persons with disabilities by planning social development at local levels, developing social services quality standards and emphasizing the need for social services integration.
- Pursuant to Article 195 of the Social Welfare Act (Official Gazette Nos 157/13, 152/14, 99/15 and 52/16), social welfare plans on social service activities are made for the areas of regional government which contribute to the regional distribution of services for persons with disabilities and the continuous provision of financial resources through tenders intended for CSOs and social contracting with CSOs, all of which ensures the sustainability of social services.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Committee recommends that organizations of persons with disabilities and CSOs are

provided with adequate resources for full and effective participation in implementation and supervision.

Objectives and Expected Results 2017-2020

- CSOs are active stakeholders in making public policies aimed at persons with disabilities.
- A transparent and effective financing system from public sources involving projects and programmes of general interest implemented by associations of persons with disabilities has been provided.
- A transparent and effective financing system for institutional support to national alliances and associations of persons with disabilities has been provided
- A greater synergistic effect of the associations of persons with disabilities on the quality of life of persons with disabilities in the local community has been achieved.
- An increased number of associations of persons with disabilities using funds from the European Investment and Structural Funds for programmes aimed at improving the quality of life of persons with disabilities.
- Associations of persons with disabilities are important partners in the development and provision of social welfare services recognized by the county social plans as priorities.

Measure 1 Develop partnerships of state and public administration with associations of persons with disabilities at all levels

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Ensure the participation of representatives of associations of persons with disabilities in the work of the Council for Civil Society Development	<ul style="list-style-type: none"> - representatives of associations of persons with disabilities (member and member replacement) appointed to the Council for Civil Society Development - number of sessions held by the Council attended by the representatives of associations of persons with disabilities (member and member replacement) in relation to the total number of sessions held 	<p>Lear partner: UZUVRH</p> <p>Partners: SABs, LRGUs , associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities</p>	funds from the state budget within the regular activity	continuous	2 representatives of associations of persons with disabilities (member and member replacement) appointed to the Council for Civil Society Development.

2. Encourage the participation of associations of persons with disabilities in the procedures of consulting with the interested public through the e-Savjetovanja portal	- number of associations of persons with disabilities, which associations are registered in the e-Savjetovanja portal	Lead partner: UZUVRH Partner: SABs	funds from the state budget within the regular activity	continuous	8 associations of persons with disabilities were registered at the portal e-Savjetovanja in 2015.
3. Continually involve representatives of persons with disabilities in working bodies and commissions when drafting regulations, strategies and other national documents	- number of persons with disabilities included in the working bodies and commissions	Lead partner: SABs	funds from the state budget within the regular activity	continuous	Representatives of persons with disabilities are included in the working bodies and commissions for drafting laws and other regulations, for example, members of the Working group for the drafting of the Act on Croatian Sign Language and Other Forms of Communication Support for the Deaf and Deaf-blind Persons in Croatia and the Act on the Use of Assistance Dogs.

Measure 2 Systematically fund alliances and associations of persons with disabilities by enabling them to work in order to improve the quality of life of persons with disabilities

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Conduct counselling and training of employees of providers of financial resources	- number of employees of the providers of financial resources, which employees are	Lead partner: UZUVRH Partner: DŠJU	funds from the state budget within the	continuous	In 2015, there were 1 260 training participants.

working on allocating financial resources to associations, more specifically counselling and training on the implementation of the Regulation, on the criteria, standards and procedures for financing and contracting of programmes and projects of interest to the common good implemented by associations	working to allocate financial resources to the associations involved in the training on the implementation of the Regulation		regular activity		
2. Improve the availability and transparency of data on the results of CSO projects and programmes financed from public sources with data on financing projects and programmes in the field of support for persons with disabilities, persons with special needs and socially vulnerable groups	- drafted and adopted annual reports on the financing of CSO projects and programmes from public sources with data on financing projects and programmes in the field of support to persons with disabilities, persons with special needs and socially vulnerable groups	Lead partner: UZUVRH Partners: SAB, LRGUs and other providers of financial resources from public sources	funds from the state budget within the regular activity	continuous	9 reports released (from 2006 to 2014) In 2014, almost 23% of the total amount, or HRK 142,912,017.56, was allocated to the field of support for persons with disabilities, persons with special needs and socially vulnerable groups.
3. Regularly gathering and publishing information on announced tenders relevant to the work of associations of persons with disabilities at national and local	- number of notices published on the Office for Associations website on tenders relevant to the work of associations of persons with disabilities at national and	Lead partner: UZUVRH Partners: SAB, LRGUs and other providers of financial resources from public sources	funds from the state budget within the regular activity	continuous	In 2015, there were 105 notices of tenders.

levels and their publication on the Office for Associations websites	local levels				
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Measure 3 Encourage and develop the cooperation of associations of persons with disabilities with other CSOs					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Develop cooperation between CSOs and associations of persons with disabilities by promoting partnerships	- number of calls for proposals founded by the European Social Fund under the jurisdiction of the Office for Associations, which calls associations of persons with disabilities may apply to, and which partnerships with other relevant organizations are additionally scored for	Lear partner: UZUVRH Partners: MDOMSP, NZRCD	funds from the state budget within the regular activity	continuous	There is no base data.
Measure 4 Coordinate the proposed priority areas and fund CSO programmes and projects with a view to improving the quality of life of persons with disabilities in the community at the national level					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Define the priority areas of the competition for the purpose of granting financial resources in accordance with the competencies of the individual bodies which allocate funding to associations of persons with disabilities	- number of bodies which delivered sectoral analyses to UZUVRH - an annual tender plan has been drawn up - Information days held - number of bodies which defined the priorities	Lear partner: UZUVRH Partners: SABs which allocate funding for programmes and projects of associations of persons with disabilities, NZRCD	funds from the state budget within the regular activity	continuous	In 2016, 11 state administration bodies submitted sectoral analyses and defined the priorities for call for proposals for the allocation of financial resources.

Measure 5 Encourage the employment of persons with disabilities in programmes and projects of associations

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Additionally score multi-year projects and programmes, the implementation of which (co-)finances the salaries of persons with disabilities	- number of funded projects and programmes of associations, the implementation of which (co-)finances the salaries of persons with disabilities - number of persons with disabilities in the funded projects and programmes of associations	Lead partners: SAB competent bodies which announce tenders, LRGUs	funds from the state budget within the regular activity	continuous	MDOMSP does not have data on the number of funded projects and programmes of associations, the implementation of which (co-)financed salaries of persons with disabilities, as well as on the number of persons with disabilities in funded CSO projects and programmes.

Measure 6 Ensure equal representation of the funding of projects and programmes of associations of persons with disabilities and associations working for the benefit of persons with disabilities in the territory of the Republic of Croatia

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which achievement shall be measured)
1. Make an analysis of the inadequate services in line with the needs of persons with disabilities based on drafted social welfare plans for the area of a regional government unit	- analysis made and published at the MDOMSP website	Lead partner: MDOMSP	funds from the state budget within the regular activity	continuous	Needs analysis based on drafted social care plans for the area of a regional government unit has not been made.

<p>2. Additionally score projects and programmes of associations of persons with disabilities and associations working to the benefit of persons with disabilities, which projects and programmes are carried out in areas where there is insufficient representation of the implementation thereof</p>	<p>- projects and programmes of associations of persons with disabilities and associations working for the benefit of persons with disabilities, which projects and programmes are carried out in areas where there is insufficient representation of the implementation thereof, are additionally scored</p>	<p>Lead partners: all bodies which are providers of financial resources for programmes/projects of associations of persons with disabilities and associations, the programme of which acts in favor of persons with disabilities</p>	<p>funds from the state budget within the regular activity</p>	<p>continuous</p>	<p>There is no base data.</p>
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16. INTERNATIONAL COLLABORATION

The Republic of Croatia, as a member of the United Nations, the European Union, and the Council of Europe, in accordance with modern human rights standards, actively promotes and protects the human rights of persons with disabilities. Croatia has confirmed its work by signing the United Nations Convention on the Rights of Persons with Disabilities (as the third country to do so in the world, in the year 2007) and ratifying it. Croatia has also committed itself to a number of other international instruments that promote the right of persons with disabilities to community life on an equal footing with other citizens, and their provisions are included in national policies, strategies and programs that share the aim of equalizing opportunities for people with disabilities.

Further developing relations in the area of promoting and protecting the rights of persons with disabilities with international bodies and organizations, as well as encouraging and coordinating bilateral and multilateral cooperation and collaboration in the preparation of international projects is very important because it provides mechanisms for successful implementation of policies towards persons with disabilities.

Achievements summary for 2007-2015

- In 2011, the Republic of Croatia prepared the Initial Report on the Implementation of the UN Convention on the Rights of Persons with Disabilities and on the basis of additional questions from the UN Committee on the Rights of Persons with Disabilities, its amendments in November 2014. The Delegation of the Republic of Croatia led by the head of the report, the, at the time, Ministry of Social Policy and Youth, on March 30 and 31, 2015, presented the Initial Report on the Implementation of the UN Convention on the Rights of Persons with Disabilities in the UN Committee on the Rights of Persons with Disabilities in Geneva. In the open dialogue, members of the Committee and Delegations discussed certain problems and challenges in the area of protection of the rights of persons with disabilities as well as the achievements for which the Committee commended Croatia.
- The Republic of Croatia was a beneficiary and implemented a number of projects using the Instrument for Pre-Accession Assistance (IPA), the Integrated Pre-Accession Fund for Croatia for the period of 2007.-2013. With the membership in the European Union it gained access to a broader range of financing sub-programs with significantly greater resources and funding and became a beneficiary of EU funds.
- Partnership Agreement 2014 - 2020, which the Republic of Croatia concluded with the European Commission (adopted in October 2014), set the framework for the use of European Structural and Investment Funds.

Recommendations of the UN Committee on the Rights of Persons with Disabilities

The Committee calls for the inclusion of an approach based on the rights of persons with disabilities, in accordance with the provisions of the Convention, and all efforts aimed at achieving the Millennium Development Goals and post-2015 Development Agenda.

The Committee recommends that the State Party ensures the existence of an independent supervisory body in accordance with the Paris Principles by adopting appropriate legislation on the Ombudsman that is Ombudswoman for Persons with Disabilities. Furthermore, it is recommended that adequate resources be provided to organizations of persons with disabilities and civil society organizations for a full and effective participation in implementation and monitoring.

Objectives and Expected Results 2017-2020

- Improved National and Strategic Framework for the full implementation of the UN Convention on the Rights of Persons with Disabilities.
- Continuation of international cooperation for the purpose of exchanging and

sharing information, systems and examples of good practice.
 - Regular reporting on the implementation of international instruments in the Republic of Croatia in accordance with the commitments undertaken.

Measure 1 Monitoring the process of implementation of the UN Convention on the Rights of Persons with Disabilities, compliance with National Laws with the assumed obligations of the Convention, as well as the implementation of other relevant international instruments of which the Republic of Croatia is party to and which are of particular interest to persons with disabilities

Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which the achievement is measured)
1. Monitor the implementation of the UN Convention on the Rights of Persons with Disabilities and propose measures to improve implementation to the Government of the Republic of Croatia in accordance with Article 33. Convention (National Implementation and Monitoring)	- an overview of achievements and deviations based on the report on the implementation of the National Strategy - reports on the implementation of the UN Convention on the Rights of Persons with Disabilities and consultations of other relevant reports (offices of the Ombudsmen)	Lead partners: MDOMSP, PVRHOSI, MVEP within their co-ordination jurisdiction Partners: offices of ombudsmen, associations of persons with disabilities and associations the programme of which acts in favor of persons with disabilities	funds from the state budget within the regular activity	continuously and in accordance with the commitments undertaken	Prepared and presented Initial Report of the Republic of Croatia on the Implementation of the UN Convention on the Rights of Persons with Disabilities and the recommendations of the UN Committee on the Rights of Persons with Disabilities (2011).
2. Carry out the mapping of compliance with the UN Convention on the Rights of Persons with Disabilities	- the number of regulations that have been amended with the purpose of alignment with the UN Convention on the Rights of Persons with Disabilities	Lead partners: MDOMSP, PVRHOSI Partners: The competent SAB, associations of persons with disabilities	funds from the state budget within the regular activity	continuous	In April 2015, the UN Committee on the Rights of Persons with Disabilities submitted Concluding Observations on the Initial Report of the Republic of Croatia with recommendations for further

					implementation of the Convention, which was submitted by the, at the time, Ministry of Social Policy and Youth to all relevant authorities.
Measure 2 To submit reports on the implementation of the commitments undertaken in accordance with international instruments for the promotion and protection of the rights of persons with disabilities (UN, Council of Europe, EU bodies and other international bodies and organizations)					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which the achievement is measured)
1. Produce reports on the implementation of commitments undertaken in accordance with international instruments in the area of promotion and protection of the rights of persons with disabilities	- drawn up reports on the implementation of commitments undertaken in accordance with international instruments	Lead partner: MDOMSP Partner: PVRHOSI, competent SAB, LRGU	funds from the state budget within the regular activity	continuously and in accordance with the commitments undertaken	- Initial Report of the Republic of Croatia on the Implementation of the UN Convention on the Rights of Persons with Disabilities (July 2011) - Addendum to the Report on the Implementation of the UN Convention on the Rights of Persons with Disabilities (November 2014) - Report on the implementation of urgent recommendations of the UN Committee on the Rights of Persons with Disabilities in relation to Articles 9 and 15 (April 2016) - Regular submission of annual reports to

					the European Commission on implementation of the UN Convention on the Rights of Persons with Disabilities in the Republic of Croatia
2. Enhance the system of monitoring and gathering of the necessary data in accordance with the guidelines for the reports of the UN Committee on the Rights of Persons with Disabilities and the Council of Europe	- the improved data collection system - number of submitted reports and analyses related to the rights of persons with disabilities compared to the previous reporting period and requested queries	Lead partner: MDOMSP	funds from the state budget within the regular activity	continuously and in accordance with the commitments undertaken	The manner of data collection is not tailored to the implementation obligations of the Convention.
Measure 3 Continue cooperation with international bodies and organizations responsible for the protection and promotion of the human rights of persons with disabilities					
Activities	Indicators	Responsible/ implementing institutions and organizations	Planned financial resources	Terms/ Year	Initial data (in relation to which the achievement is measured)
1. Cooperate with the UN Committee on Rights of Persons with Disabilities in accordance with obligations, establish cooperation with other international bodies and organizations as well as with other States Parties to the UN Convention on the Rights of Persons with Disabilities	- availability and forms of cooperation	Lead partner: MDOMSP	funds from the state budget within the regular activity	continuous	Representatives of the, at the time, Ministry of Social Policy and Youth in 2013 were appointed to the High-Level Group on Disability established by the European Commission, the Directorate-General for Employment, Social Affairs and Inclusion.

for the purpose of exchange of good practice and experience in its implementation					
2. Monitor the work of the Council of Europe in the field of promotion and protection of the rights of persons with disabilities by actively participating in the working bodies of the CE and translating, distributing and integrating their recommendations into strategic documents, policies and programs at national, regional and local level	- availability and forms of cooperation	Lead partners: competent state administration bodies and LRGU Partners: Offices of the Government of the Republic of Croatia	funds from the state budget within the regular activity	continuous	Representatives of the competent authorities participate in the work of the working bodies of the Council of Europe.
3. To actively monitor and actively participate in the work of the UN Human Rights Council, of which the Republic of Croatia is a member in the mandate 2017-2019, i.e. to state national positions, lead own initiatives, participate in negotiations and draft texts, as well as participate in the decision-making of the Council regarding the promotion and	- information and notes on the implemented activities and actions of Croatian representatives in the UN committees of the UN Human Rights Council	Lead partner: MVEP	funds from the state budget within the regular activity	continuous	Until now, the Republic of Croatia followed sessions of the UN Human Rights Council as Observer and participated in exchanging opinions on the protection of the rights of persons with disabilities. In 2016, the Croatian delegation was actively involved in drafting the text of the resolution <i>"The rights of persons with disabilities in situations of risk</i>

<p>protection of the rights of persons with disabilities. In 2020, as observers at the Council, continue with the majority of activities corresponding to the observer status.</p>				<p><i>and humanitarian emergencies "</i>, which was adopted by consensus and has contributed to the inclusion of a special paragraph in the resolution on raising public awareness of the needs of security and protection of persons with disabilities in risk situations and humanitarian crises. It also had a statement in the national capacity to protect the rights of persons with disabilities. In 2016 a brochure was created for the purposes of lobbying for the Republic of Croatia for membership in the UN Human Rights Council in the period 2017-2019, in which the protection of the rights of persons with disabilities stands out as one of Croatia's priorities in the field of human rights.</p>
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FINAL GUIDELINES

1. The Ministry for Demography, Family, Youth and Social Policy and the Commission of the Government of the Republic of Croatia for Persons with Disabilities are appointed coordinators of the implementation of the National Strategy for Equalization of Opportunities for Persons with Disabilities 2017 - 2020
2. State administration bodies at the national level and at the level of local and regional government units and the units of local and regional government are obliged to implement measures from the National Strategy for Equalization of Opportunities for Persons with Disabilities 2017 - 2020 in order to improve the position of persons with disabilities in the Republic of Croatia.
3. Units of local and regional government that do not have designed local strategies / programs for equalization of opportunities for people with disabilities are obliged to design them.
4. All national government bodies at national level and regional government units are obliged to appoint coordinators for the implementation of National Strategy measures within 3 (three) months after its adoption.
5. All relevant ministries are obliged to, upon the adoption of this National Strategy, acquaint the bodies and institutions within their sphere of competence with the fact of its adoption and the purpose of the adoption, and to ensure its availability as well as take all necessary measures for its consistent application.
6. All bodies responsible for the implementation of the National Strategy measures are required to draw up regulations for the implementation of measures under their jurisdiction and publish them on their website.
7. All bodies responsible for the implementation of National Strategy measures are required to submit to the Ministry for Demography, Family, Youth and Social Policy yearly reports, by January 31, on the implementation of measures within their competence.
8. The Ministry for Demography, Family, Youth and Social Policy will submit a consolidated report on the implementation of measures set out in the National Strategy to the Government of the Republic of Croatia each year, by April 1.
9. All bodies responsible for the implementation of the measures of this National Strategy are required to include them in their annual plans, and for each year secure the funds from the national budget for their implementation.
10. The Ministry for Demography, Family, Youth and Social Policy, in cooperation with the Commission of the Government of the Republic of Croatia for Persons with Disabilities, will publish the National Strategy, in the period of 6 (six) months after its adoption, in black print, enlarged press, Braille press or Audio track, and will publish it on their website.
11. The National Strategy for Equalization of Opportunities for Persons with Disabilities 2017 - 2020 will be published in the Official Gazette.