



OBJECTIVES OF THE PROJECT

The overall objective of this Twinning project is to establish an efficient and effective system for combating discrimination, thus raising the level of protection against discrimination in the Republic of Croatia. The project shall strengthen the capacity of the two beneficiary institutions – the Office of the Ombudsman as the central body responsible for combating discrimination and the Office for Human Rights and Rights of National Minorities as the state body directly involved in combating discrimination. An efficient system for monitoring reported cases of discrimination and for collecting and monitoring equality data will be developed. Finally, a comprehensive system for supporting victims of discrimination will be elaborated.

ACTIVITIES WITHIN THE PROJECT

Within the first component experts will prepare and conduct trainings tailored to the needs of different key actors in the institutional set up responsible for the implementation of anti-discrimination legislation. The trainings targeting judges, state attorneys and other relevant stakeholders in the field of anti-discrimination will focus on Croatian anti-discrimination legislation in force and the EU legal framework for protection against discrimination. The staff of the Office of the Ombudsman, and the specialized ombuds for gender equality, children and persons with disabilities will further develop their mediation and discrimination complaints handling skills. Furthermore, NGOs and social partner

organizations will together with the Office of the Ombudsman and the specialized ombuds improve their capacities as regards their roles as interveners and for joint legal action.

In the frame of the second component EU Member State experts together with employees of the Office of the Ombudsman and the Office for Human Rights and Rights of National Minorities will draft recommendations for the development of software/databases for collecting data and monitoring complaints on discrimination, court cases on discrimination and equality data. The experts will prepare guidelines and conduct trainings on the usage of the software/databases. Furthermore, the institutional capacity of the Office of the Ombudsman and the specialized ombuds related to reporting and collecting data for statistical monitoring of discrimination will be enhanced.

Finally, the third component aims to establish a telephone assistance service within the Office of the Ombudsman providing potential victims of discrimination with initial information and support, to improve the system for handling individual discrimination complaints and to enhance the co-operation between the Office of the Ombudsman and NGOs.

EXPECTED OUTCOMES

- Enhancement of skills of 240 civil servants and other key actors in identifying discrimination and dealing with cases of discrimination,
- Development of training programs that can be used in the future to enhance the skills of further relevant stakeholders,
- Establishment of an enhanced system of assistance to victims of discrimination,

- Establishment of systems for collecting data on discrimination complaints and on equality,
- Enhanced cooperation between the Office of the Ombudsman, the specialized ombuds and NGOs.

PROJECT PARTNERS

Republic of Croatia

Office of the Ombudsman
Office for Human Rights and Rights of National Minorities

Member State

The leading Member State partner is the Ludwig Boltzmann Institute of Human Rights, which is supported by:

- the Austrian Ombud for Equal Treatment
- the Austrian Ombudsman Board
- Labour and Social Court, Federal Ministry of Justice
- Federal Social Welfare Office
- City of Vienna – Department for Integration and Diversity
- Federal Province of Salzburg – Department for Women and Equal Treatment.

DURATION AND FUNDING

The implementation phase of the project started in November 2011 and will last 18 months.

The overall amount of the budget is € 690,000. The amount of € 655,500 is financed by the EU and € 34,500 by the Republic of Croatia.

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The Instrument for Pre-accession Assistance (IPA) provides assistance within the framework of the European Partnership of the potential candidate countries and the Accession Partnership of the candidate countries.

IPA is created as a flexible instrument made up of 5 components, with its main objective to support institution-building and the rule of law, human rights, including the fundamental freedoms, minority rights, gender equality and non-discrimination, both administrative and economic reforms, economic and social development, reconciliation and reconstruction, and regional and cross-border cooperation.

The European Union is made up of 27 Member States who have decided to gradually link together their know-how, resources and destinies. Together, during a period of enlargement of 50 years, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders.



Find more on project on
www.ombudsman.hr
www.ljudskaprava-vladarh.hr

The European Union's IPA Programme for Croatia

IPA 2009

TWINNING PROJECT
HR/2009/IB/JH/01

ESTABLISHING A COMPREHENSIVE SYSTEM FOR ANTI-DISCRIMINATION PROTECTION

The project is implemented by

Ludwig Boltzmann Institute of Human Rights

Austria

Office of the Ombudsman

Office for Human Rights and Rights of National Minorities

Republic of Croatia