

13 Who else can I also turn to for assistance?

If you need assistance, you can contact UNHCR and other organisations which deal with the protection of refugees, for example:

UNHCR (OFFICE OF THE UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES)

tel: (00385) (01)37-13-555
web: www.unhcr.hr
email: HRVZA@unhcr.org

HRVATSKI PRAVNI CENTAR (CROATIAN LAW CENTRE)

Hebrangova 21, Zagreb
tel: (00385) (01) 48-73-965
web: www.hpc.hr; www.azil.com.hr
email: hpc@hpc.hr

HRVATSKI CRVENI KRIŽ (CROATIAN RED CROSS)

Ulica Crvenog križa 14/1, Zagreb
tel: (00385) (01) 46-55-814
web: www.hck.hr
email: azilhck@hck.hr

ISUSOVAČKA SLUŽBA ZA IZBJEGLICE (JESUIT REFUGEE SERVICE)

Jordanovac 110, Zagreb
tel: (00385) (01) 235-40-29
web: www.jrs.hr
email: jrs@jrs.hr

CENTAR ZA MIROVNE STUDIJE (CENTRE FOR PEACE STUDIES)

Selska cesta 112a, Zagreb
tel: (00385) (01) 48-20-094
web: www.cms.hr
email: cms@cms.hr

PRAVNA KLINIKA PRAVNOG FAKULTETA U ZAGREBU (LAW CLINIC OF THE FACULTY OF LAW IN ZAGREB)

Ulica Jurja Žerjavića 6/II, Zagreb
tel: (00385) (01) 4811-320
web: klinika.pravo.unizg.hr
email: klinika@pravo.hr

To contact other organisations, seek assistance from an official.

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7 Am I entitled to legal aid? Yes!

The official who is talking to you when accepting your intention to file an application for international protection has the duty to provide information to you about the international protection procedure. You will also be given more detailed information when your application for international protection is received.

If you have your own money, you can engage an attorney.

You have the right to legal information related to your case. Turn to the official person to instruct you who can provide such information.

If your application is rejected and you have no money, you are entitled to free legal aid in drafting an appeal before the administrative court.

You will receive a list of attorneys who provide legal aid with the decision regarding your application for international protection.

There are also organisations that can provide you with legal information or advice during the whole procedure. You can contact the Croatian Law Centre (Hrvatski pravni centar). You can find its telephone number at the bottom of this leaflet.

8 Do I have any other rights and some obligations while I am waiting for the decision regarding my application for international protection? Yes!

If you are seriously ill, you have the right to medical assistance. Children have the right to primary and secondary education. You have the right to practise your religion provided, by doing so, you do not disrupt the peace of other people.

i Ask the official to give you detailed information about these rights!

You have to comply with Croatian laws and regulations and with the house rules of the Reception Centre, and you have to cooperate with officials. You must provide notification about any change of address to an official within two days.

9 Where will I stay while my application is pending resolution? In the Reception Centre for Asylum Seekers!

You will be granted free accommodation in the Reception Centre for Asylum Seekers, as well as three meals a day, and personal hygiene supplies. If necessary, you will also receive footwear and clothes.

In the Reception Centre, you will be placed with persons of the same sex who you do not know. Respect diversity and other people's habits, and follow the instructions of the employees at the Reception Centre. If you have arrived with your family, you will be placed together.

If you wish to leave the Reception Centre, you must inform an official about this.

If you have your own money, you must cover the costs of the accommodation at the Reception Centre. If you have your own money, you can also seek accommodation outside the Reception Centre, but you must first obtain the permission of an official. Make sure that you can receive calls and mail from the Ministry of the Interior at the private address (write

i As a seeker of international protection, you have a residence permit in Croatia and you can move freely throughout Croatian territory. Before leaving the Reception Centre, you must report to the competent employee, and during the hours established by the house rules of the Reception Centre you must be in your dormitories at the Reception Centre, unless the employee at the Reception Centre has approved your absence. Do not leave Croatia while the procedure for granting international protection is pending because you could be sanctioned, which can include a restriction of freedom and movement!

your name and surname on the doorbell and on the mailbox), otherwise the competent authorities will not be able to send you any official summons. In such a case, the official might assume that you have left Croatia and terminate the procedure for granting you international protection.

10 Why have I been placed in the Reception Centre for Foreigners in Ježevo (a detention centre)? Because your freedom of movement has been restricted!

There are several reasons why you might have been placed in the Reception Centre for Foreigners in Ježevo.

Seekers of international protection are placed in the Reception Centre for Foreigners in Ježevo most often because they claimed protection after they had already been placed there during a deportation procedure from Croatia.

You may also be placed in the Reception Centre for Foreigners in Ježevo because you tried to leave Croatia illegally before the procedure for granting international protection was completed, or because this is necessary in order to establish the facts and circumstances on which your application is based, and there is a risk of you absconding; it might also be necessary in order to protect national security and the public order of Croatia, if your identity or nationality has not been established, or if there is a suspicion that the submission of the application represents an abuse of the procedure of granting international protection.

i You can request a more detailed explanation of the reasons why you have been placed in the above centre from the official who handed you the decision concerning accommodation!

You have the right to receive the official decision concerning your accommodation in Ježevo and to file an appeal against this decision with the Administrative Court!

11 What if I receive a negative decision on international protection? You can appeal!

Such a decision ends with instructions concerning the time within which you may file a claim with the Administrative Court.

If you do not file a claim against the negative decision on international protection, or if your claim is dismissed, you have to leave Croatia. If you do not leave Croatia, you may be punished for illegal stay and placed in the Reception Centre for Foreigners in Ježevo, from where you will be deported from Croatia.

i Be careful, the deadlines for filing a claim are sometimes short; react immediately and seek legal aid!

12 What if I am granted protection?

You will be granted the possibility of staying in Croatia, and you will have a number of rights, as well as some obligations.

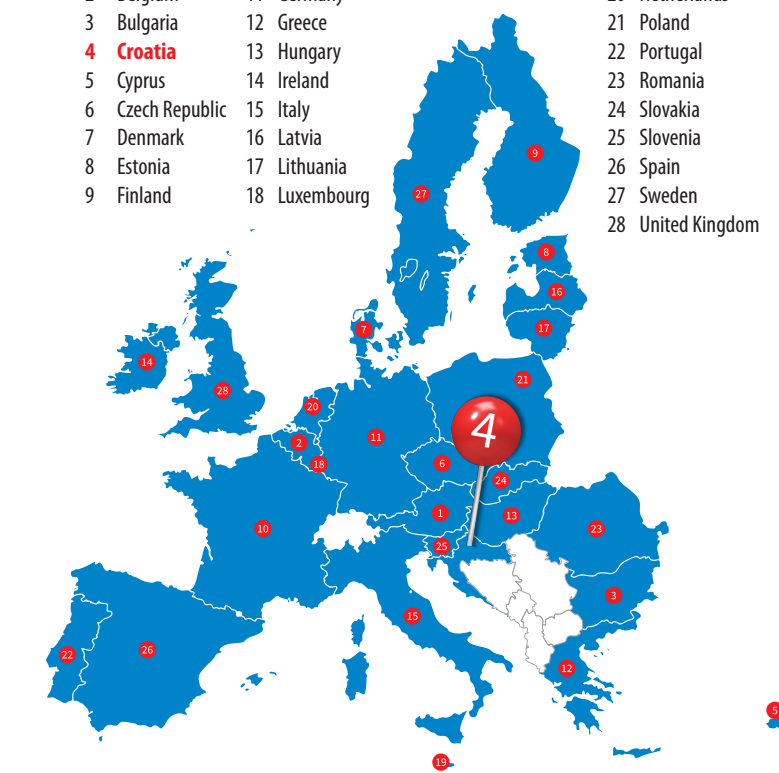
i You will be given more detailed information concerning your rights and obligations, as well as a booklet explaining the basic things you have to know, by the integration officer!

INFORMATION FOR SEEKERS OF INTERNATIONAL PROTECTION IN THE REPUBLIC OF CROATIA

ENGLISKI

European Union (EU) Countries

1 Austria	10 France	19 Malta
2 Belgium	11 Germany	20 Netherlands
3 Bulgaria	12 Greece	21 Poland
4 Croatia	13 Hungary	22 Portugal
5 Cyprus	14 Ireland	23 Romania
6 Czech Republic	15 Italy	24 Slovakia
7 Denmark	16 Latvia	25 Slovenia
8 Estonia	17 Lithuania	26 Spain
9 Finland	18 Luxembourg	27 Sweden
		28 United Kingdom



1 What kind of protection can I get in Croatia? Asylum or subsidiary protection!

You find yourself in the Republic of Croatia. You think you need protection in Croatia because you are being persecuted in your country or you are afraid of being persecuted for belonging to a particular race, religion, ethnic or social group, which is being persecuted, or you hold political beliefs for which you have been persecuted, or for which you are afraid that you will be persecuted. In such cases, Croatia may provide you with asylum. Croatia may also provide subsidiary protection if you do not meet the conditions for asylum. Subsidiary protection is granted when you cannot return to your country due to the threat of a death penalty or execution, torture, inhuman or degrading treatment or punishment, or when there is serious personal danger for your life as a civilian due to widespread violence as part of armed conflicts.

i A poor economic situation and unemployment in your country are not reasons for being granted protection!

2 What is the first thing I have to do? Express your intention to seek protection!

Request protection immediately, or as quickly as possible, as soon as you enter Croatia (at the border, at a police station or with the first police officer you see, or at the Reception Centre for Foreigners). In exceptional cases, you can also express your intention to seek protection in the Reception Centre for Asylum Seekers.

You can also request protection if you have been caught while illegally crossing the state border or illegally staying in Croatia. During the police questioning, you have the right to an interpreter.

State in simple words that you need protection, or that you are afraid to return to your own country, or that your life is in danger or that you have been persecuted in your own country. You can also write this down, sign the paper and hand it over to a police officer. You can do all this in any language.

If you have arrived in Croatia with forged documents or documents belonging to another person, say so openly and explain why. If you have your own documents with you, show them.

If the police take you to court, and you want protection from Croatia, repeat that you are seeking protection and request that this be entered in the court records.

After you have stated that you need protection, your fingerprints will be taken, provided that you are older than 14, and you will be photographed. A deadline will be set within which you will have to report to a Reception Centre for Asylum Seekers.

If you apply for protection in the Reception Centre for Foreigners in Ježevo, contact your inspector. It would be best if you wrote that you seek protection in your native language, or in a language that you know (English, or another language).

If you are under 18 years of age and have arrived in Croatia alone, immediately inform an employee of the Reception Centre so that a guardian can be appointed to you. Your guardian will protect your rights during the procedure. If you introduce yourself as a minor, and the official assesses that you might be of legal age, medical expertise can be conducted to establish your age.

3 How does the procedure begin? When the application for international protection is recorded!

After being placed in the Reception Centre for Asylum Seekers, you will be invited for an interview with a Reception Centre employee, in the presence of an interpreter. During the interview, your application for international protection will be

recorded. You can request in advance that the official and/or interpreter attending the interview be a person of your own sex. If possible, the employees of the Reception Centre will grant this. An employee of the Reception Centre will ask you to state your personal data, to describe the route you took to arrive in Croatia, but also to explain your reasons for seeking protection. If any of the questions is not clear, ask the employee with whom you are talking for clarification.

It is important that the personal data you state are true and correct, and that you describe in as much detail as possible all the reasons for your escape, that is, the reasons why you left your country and are seeking protection in Croatia. Stating untrue or inaccurate data may result in a negative decision regarding your application.

Mention all the important documents you have with you. If you do not possess any documents because you left them in your country, try to obtain them within the shortest possible time because they are important for deciding upon your application for international protection.

If, besides the fear of persecution, there are additional reasons for which you think you cannot go back to your country, stress this in particular when the application for international protection is recorded. Based on these reasons, you can be granted subsidiary protection.

4 Why is the Dublin procedure carried out? In order to establish the state responsible for deciding on your application!

In certain cases, Croatia will not be responsible for examining whether you need protection, but another country in the European Union, or Iceland, Lichtenstein, Norway or Switzerland:

- if you are a minor, and you have family who have residence in any of the above states.
- if you have a family member (for example, a husband, wife, child) who has already received or sought protection in any of the above states.

- if you have a work permit or visa issued in any of the above states.
- if you have been fingerprinted as a protection seeker or irregular migrant in any of the above states.
- if there is evidence that you have resided or travelled through another state, even if you have not been fingerprinted there.

If it is established that Croatia is not responsible for your application, a decision will be made that Croatia is not the responsible state and you will be transferred to one of the above-mentioned states.

i If you have a family member in another EU Member State, you can request family reunification!
Some time may go by before you are informed which state is responsible for examining your application, so be patient!

5 What happens after I file an application for international protection? A hearing will be held and a decision will be delivered!

If it is established that Croatia is responsible for your application, some time after you have submitted your application for international protection you will be invited for a hearing. A hearing is an interview with an official, which is very important in the process of delivering a decision. If it is established that an additional interview with you is necessary, you will be informed about the date, place and time of the additional hearing. You have to attend the hearing in person, regardless of whether or not you have a legal representative. Prepare yourself just in case the hearing lasts a long time.

It is not possible to know in advance how much time will elapse before a decision is delivered. This depends on your particular case. The procedure may take only a few days or

weeks, but it can also last several months. Your application for international protection should be resolved within six months from the date when you filed your application. If the decision cannot be made within six months, you will be informed of the time within which you can expect a decision. The maximum time for a decision to be delivered is 21 months.

The official decision may be positive (when asylum or subsidiary protection is granted) or negative (you have not been granted protection).

6 What should I pay attention to during the hearing? You have to provide all important information!

At the beginning of the hearing, the official will explain to you the hearing procedure. An interpreter for your language or another language that you speak and understand will also take part in the hearing. You can request that the official and/or interpreter be a person of your own sex, which will be granted if possible. If you want the official and/or interpreter to be a person of your own sex, you need to inform the official of this before the application for international protection is recorded, so that it can be arranged for a person of your sex to participate when the application is lodged and during the hearing.

The official person will check what is happening in your country and will ask you more detailed questions concerning the data you provided during the first interview, or in your application for international protection. State everything that is important for your case, why you left your country and how and by whom you were persecuted. Speak without fear because all you say, including your personal data, is treated as confidential data that will not be forwarded to your country or to other authorities that do not participate in the procedure. If you cannot remember some of the data, dates or places, do not panic, and do not state inaccurate data.

If you do not have any documents proving your identity, or if you used someone else's documents during your journey, explain why. The official will check all the documents you have with you.

If you fail to understand something or if you need additional clarification, say so. Tell the truth and give details.

Take with you to the hearing all the papers and photographs which can help you prove persecution in your country (police summons, judgments, threatening letters, proof of detention, medical certificates, newspaper clippings, etc. Keep copies).

Do not refuse a hearing, since this will not help you. If you are ill, or if you are prevented from attending the hearing for any other justified reason, you must immediately inform the official at the Reception Centre. If you do not justify your absence within 2 days from the time when the hearing was scheduled, the procedure will be terminated, which means that you will lose all the rights you have as a seeker of international protection.

If, during the hearing, you feel tired, you can always ask for a short break.

Perhaps you will be asked questions at the hearing that you will find embarrassing to answer. Tell the official about this. However, keep in mind that answering such questions may help when the decision regarding your application for international protection and asylum or subsidiary protection is being considered. Whatever happened to you in the past, you should not be ashamed of it, and no one will judge you for it.

At the end of the hearing, the official will read you the minutes of the hearing, with the help of the interpreter. If you find that something was not written down correctly, or was omitted from the minutes, tell the official immediately, and he or she will correct this before you sign the minutes. Once you have signed the minutes, it will be considered that whatever is written in the minutes reflects exactly what you said at the hearing.

If you think that the interpreter is not translating what you are saying accurately, or you are not satisfied with the manner in which the official is handling the hearing, react and ask for another interpreter or official. Do not abuse this possibility, since there are always several persons present at the hearing who can confirm what really happened.

i It is important that you tell the truth, clarify possible vagueness and inconsistencies in your statement and explain in detail why you left your country of origin!