

Pursuant to Article 41 Item 2 of the Statute of the City of Zagreb (Official Gazette of the City of Zagreb 23/16, 2/18, 23/18, 3/20, 3/21, 11/21 – consolidated text and 16/22), the City Assembly of the City of Zagreb, at its 19th session on 26 January 2023, adopted the following

ZAGREB STRATEGY for protection against domestic violence for the period from 2023 to 2025

INTRODUCTION

Domestic violence is one of the most serious forms of gender-based violence, discrimination, and violation of women's rights as the most common victims of domestic violence, and an extremely unacceptable form of violation of the rights and interests of the child, whether they are victims or witnesses.

The City of Zagreb develops and supports the local system of support and protection of victims of domestic violence and pays special attention to respecting the rights of children and women's human rights and fundamental freedoms.

According to the Council of Europe Convention on preventing and combating violence against women and domestic violence (Official Gazette 3/18; hereinafter referred to as: Council of Europe Convention), Article 3 (e) defines a “victim” as any natural person who is subject to the conduct specified in points a) “violence against women” and b) “domestic violence”, that is, violations of human rights and a form of discrimination against women, and all acts of gender-based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life, and all acts of physical, sexual, psychological or economic violence that occur within the family or domestic unit or between former or current spouses or partners, whether or not the perpetrator shares or has shared the same residence with the victim. The protection of children from domestic violence is covered by a series of articles covering: protection and support for child witnesses of domestic violence, ensuring that the exercise of any right to see children or care for children does not endanger the rights and safety of children, ensuring the criminalisation of the intentional coercion of a child to marry, criminalising forced sterilization of girls, deprivation of parental rights if the best interests of the child cannot be guaranteed in any other way, providing shelter and access to safe accommodation for children victims of domestic violence, as well as the provision that violence against a non-violent guardian as well as over the child itself must be taken into account when decisions are made on custody and the scope of the visitation or contact rights.

The Council of Europe Convention also calls, in the event of child victimisation, for the best proven psychosocial interventions that are age-appropriate and correspond to the child’s developmental stage, and which are specifically designed for children to help them cope with traumatic experiences when necessary. All services offered must pay special attention to the best interests of the child.

The document highlights the obligations of States Parties to take all legislative and other measures to adopt and implement effective, comprehensive, and coordinated policies in the territory of the State, covering all measures relevant to preventing and combating all forms of violence within the scope of the Convention, and to ensure a full response to violence against women and comprehensive and coordinated policies and financial support for their implementation.

The 1989 United Nations Convention on the Rights of the Child (Official Gazette, No. 12/1993) (hereinafter: (Convention on the Rights of the Child) in its Article 19 defines the duty of States Parties to take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child. These measures, in accordance with the Convention, must include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

The Charter of Fundamental Rights of the European Union (Official Journal of the European Union 2016/C 202/02) defines human dignity as inviolable and as such must be respected and protected. It also defines the right to the integrity of the person, prohibits torture and inhuman or degrading treatment or punishment, and guarantees the right to liberty and personal security and respect for private and family life.

The Act on Protection against Family Violence (Official Gazette, No. 70/17, 126/19, 84/21, 114/22) defines a victim of family violence as a person who suffers physical or psychological consequences, property damage or a significant violation of fundamental rights and freedoms due to family violence.

Following the national strategic documents adopted by the Government of the Republic of Croatia in the field of protection against domestic violence, the City Assembly of the City of Zagreb has so far adopted three strategic documents: The Zagreb Strategy of Unique Policy of Protection Against Family Violence for the Period from 2008-2010 (Official Gazette of the City of Zagreb 9/08), Zagreb Strategy for Protection against Family Violence for the Period 2011-2016 (Official Gazette of the City of Zagreb 18/11), and the Zagreb Strategy for Protection against Family Violence for the Period 2018-2022 (Official Gazette of the City of Zagreb 20/18).

Pursuant to the Council Convention, the Convention on the Rights of the Child and the Charter of Fundamental Rights of the European Union, the Zagreb Strategy for Protection against Family Violence for the period 2023-2025 is adopted, taking into account the fact that the implementation of measures and activities for protection against domestic violence is a long-term process that requires continuity and cooperation of competent authorities and services.

The implementation of these documents in the field of protection against domestic violence has contributed to the recognition of domestic violence that violates fundamental human rights and freedoms, and significant progress has been made in the training of the professional and the general public in the field of recognizing and acting in situations of domestic violence, its prevention and support to victims of domestic violence.

Zagreb's local model of support for victims of domestic violence includes the implementation of preventive programs, a network of counselling centers, professional assistance programs for children, shelter accommodation, psychosocial treatment of perpetrators of domestic violence, cooperation with civil society organizations and education of experts, support program after leaving the shelter, providing housing for victims of domestic violence for easier reintegration and economic empowerment for the purpose of continuing life in non-violence.

The City of Zagreb performs obligations from its self-governing scope through city administrative bodies, local self-government, and public services.

The Committee for Protection against Family Violence of the City of Zagreb and other city administrative bodies participated in the drafting of this strategy.

Pursuant to Article 43 of the Gender Equality Act (Official Gazette 82/08 and 69/17) the words and conceptual sets used in the text of the Zagreb Strategy for Protection against Family Violence for the period 2023-2025 (hereinafter referred to as: the Zagreb Strategy), which have gendered meaning, refer equally to the male and female gender and all statistical data and information on persons, which are collected, recorded and processed by gender, especially in the monitoring of the implementation of the Zagreb Strategy, in accordance with Article 17 of the said Act.

ANALYSIS OF THE SITUATION

The implementation of the previous Zagreb Strategy for Protection against Family Violence for the Period 2018-2022 (hereinafter: the Zagreb Strategy 2018-2022) was partly during the COVID-19 pandemic, so pandemic conditions were an additional challenge in the fight against domestic violence, especially due to reduced social activity and isolation. The possibilities of adapting to new circumstances and the resilience of the community have proved crucial for better and timely care of the most vulnerable group in society, primarily for victims of domestic violence, i.e. women and children.

According to official data of the Ministry of the Interior (hereinafter: the Ministry of the Interior) for the period from 2018 to 2022, **on the level of the Republic of Croatia**, there is a noticeable parallel trend of reducing domestic violence misdemeanours, but also an alarming trend of increasing criminal offenses in the field of criminal protection of children and families. The trend is related to the change of legal norms, but also to the brutalization of domestic violence. The number of misdemeanours in 2021 decreased by 13.9% compared to 2018, while the number of criminal offences in this field increased by 85% (1,000 criminal offences in 2018, 1,850 in 2021). The number of reported criminal offences has been increasing for the seventh consecutive year, and from 2015 to 2021 it almost tripled, in addition to the increase in criminal offences to the detriment of children, mostly recorded as acts of domestic violence. In 2021, 6,452 crimes were committed among close persons (12% more than in 2020, when 5,747 such crimes were committed). There is a 5% increase in the number of family violence criminal offences (1,661 criminal offences committed). There were 6 656 victims of these crimes (12% more victims than in 2020), of which 79% women. In 2021, out of 30 people killed in the Republic of Croatia, 14 were women, 11 were killed by close people and 4 were killed by current or former partners. Femicide, i.e., hate crime against women motivated by the gender of the victim, is particularly pronounced, and its monitoring lately indicates a high rate of gender inequality in society and an insufficiently effective response of institutions.

In accordance with the Act on Protection against Family Violence (Official Gazette 70/17, 126/19, 84/21 and 114/22) and the data of the Ministry of the Interior, in 77% of cases, a man is the perpetrator of the misdemeanour. The sanctions imposed were mostly fines (3,187), protective measures (2,151), followed by a suspended prison sentence (1,844), an unconditional prison sentence (485) and 58 special obligations with a suspended sentence. There is also a significantly low trend of reporting domestic violence against persons with disabilities (only 1.16% of the total number of victims).

The trend of domestic violence **in the city of Zagreb** is in line with the trend of the Republic of Croatia, so the data of the Center for Social Welfare Zagreb show an increase in reports of violence in 2021 compared to 2020 by 4.18%. In the period from 2018 to 2021, an average of 2,084 cases of violence per year were reported to the Centre for Social Welfare Zagreb, in all eleven branches. If the rate of reported violence per 1 000 inhabitants is observed, the highest rate is in the areas of jurisdiction of the branches of Dubrava (5.29), Peščenica (3.52)

and Črnomerec (2.87), which indicates the need for additional services in the protection of women and children in these parts of the city.

In 2021, 8 murders were committed, of which 50% among family members or close persons, 3 murders of minor children and 2 murders of women were recorded. In the first six months of 2022, 232 domestic violence crimes were reported, of which 206, or 88% were committed to the detriment of women and 26 to the detriment of men, i.e., 12%. Out of a total of 232 injured persons, 44 persons are older than 60 years, 19% of them.

In 2021, the Zagreb Police Department recorded a further decrease in the number of domestic violence misdemeanours (1,932 offences in 2021, or 3.3% less than in 2020 when 1,998 were committed), an increase in the number of criminal offenses in the field of criminal protection of children and families (1,803 criminal offenses – an increase of 25% compared to 2020 when 1,434 were committed). As far as children are concerned, the majority are violations of children's rights (599 cases), domestic violence (390 cases), threats (370 cases) and bodily injury (195 cases).

Three shelters in the City of Zagreb from 2018 to 2021 accommodated 467 people (201 adults and 266 children), or an average of 116 people per year (50 adults and 66 children). Data from the shelter for victims of domestic violence in the city of Zagreb show an increase in the number of women placed in 2021, and these are women who were exposed to years of violence before arriving at the shelter, most often due to partner violence committed by their current or former spouse or extramarital partner. Domestic violence does not bypass even the most vulnerable social groups, so in the Zagreb shelters there were also persons with disabilities, children, young people under 19 and foreign citizens.

There are five counselling centres in the City of Zagreb, where an average of 8,000 counselling sessions are held annually for an average of 3,900 people who request assistance. People who use counselling services are mostly women due to domestic or partner violence, but there is a large share of telephone counselling.

Based on the presented statistical data on the high occurrence of domestic violence, it is necessary to ensure continuity in the implementation of measures and activities for the protection and prevention of violence, and further to provide comprehensive and systematic access to this area of all competent authorities. Particular attention should be paid to the prevention and development of preventive programmes on combating domestic violence, adequate protection and timely assistance to victims of domestic violence at the local level should be ensured, and interdepartmental cooperation and treatment of all competent services should be implemented. Likewise, further sensitization of the professional and general public on the issue of domestic violence is necessary.

The continuity of implementation of measures and activities in the field of protection against domestic violence in the area of the City of Zagreb will be ensured by the adoption of the Zagreb Strategy for Protection against Family Violence for the Period 2023-2025 (hereinafter referred to as: Zagreb Strategy), building on the implementation of strategic documents in this area in the periods 2008-2010, 2011-2016 and 2018-2022.

The purpose and objectives of the Zagreb Strategy are defined in six areas of activity:

1. Prevention of domestic violence
2. Support for victims of domestic violence
3. Support for particularly vulnerable groups of victims of domestic violence
4. Psychosocial treatment of perpetrators of domestic violence
5. Improving interdepartmental cooperation and training of experts working in the field of protection against domestic violence
6. Sensitisation of the public

AREAS OF ACTION, MEASURES AND ACTIVITIES

The Zagreb Strategy consists of six areas of activity with set measures and activities that are planned to be implemented, promoters and associates in implementation, implementation periods and performance indicators. The financial envelope for the implementation of the measures and activities will be presented in the annual plans. Below is an overview of the areas with an outline of the most important activities of the implementation of the Zagreb Strategy 2018 - 2022.

I PREVENTION OF DOMESTIC VIOLENCE

Prevention of domestic violence designates a set of measures and activities that prevent the occurrence of domestic violence, with activities on the primary (before the occurrence of violence), secondary (prevents deepening and spread) and tertiary (prevents recurrence) levels.

Primary prevention is applied in the field of upbringing and education in order to prevent negative behavioural patterns and enable the adoption of a positive image of oneself and others, while respecting diversity. In addition to education, in the system of social protection and health, it is possible to act preventively through organized activities of experts, as well as programs and projects of civil society organizations.

Educational programs implemented by kindergartens can be considered as the primary prevention of the development of unacceptable forms of behaviour in a child. Preventive programs of preschool institutions include, above all, constant sensitization, and education of employees for better recognition and timely and appropriate treatment in cases when they notice risky behaviours or some passive forms of behavioural disorders of the child (dejection, depression, shyness, etc.), which could indicate some forms of family neglect or abuse.

Regarding the field of education, the professional service of the school provides individual counselling and carries out a discreet protective program for pupils who have experienced any form of domestic violence. In these cases, schools are obliged to take actions in accordance with the Protocol on the Treatment of Family Violence, the Protocol on the Treatment of Violence among Children and Young People, the Protocol on the Treatment of Sexual Violence, the Protocol on the Treatment of Child Abuse and Neglect, the Ordinance on the Procedure of Educational Workers and School Workers in Taking Measures to Protect the Rights of Pupils and Report Any Violation of these Rights to the Competent Authorities.

The City Office for Education, Sport and Youth continuously keeps records on the number of reports of violence in primary and secondary schools of the City of Zagreb, in accordance with notifications it receives from schools. In the period of implementation of the strategy, i.e. from 2018 to 2022, there were 842 reports of violence, of which 555 (66%) in primary and 287 (34%) in secondary schools of the City of Zagreb. In the school year 2021/2022, a total of 241 cases of violence were reported, of which 158 in primary schools and 83 in secondary schools. The most common are reports of peer violence (physical-verbal), domestic and online violence and within social networks (cyber violence). Of the total number of reported cases of violence in the school year 2021/2022, 16 are reports of violence through social networks, 12 reports of domestic violence and 10 reports of violence with sexual characteristics. The City Office for Education, Sport and Youth initiates additional actions of social welfare centres and, if necessary, engages in the work of interdisciplinary teams of schools.

School preventive programs are implemented by each educational institution in accordance with its specifics and needs. One part of the program includes regular and elective school programs and additional work in extracurricular activities, where the content on the

harmfulness of various risky behaviours has been integrated (violent behaviour, violence in youth relationships, gender stereotypes, sexual violence, smoking, alcohol, drugs, gambling). Using this content and encouraging more constructive spending of leisure time, children and young people are educated to resist opting for negative, i.e., risky behaviours.

In 2022, the pilot project "Zajednica aktivnih građana – ZAG" (Community of Active Citizens – ZAG) was launched, carried out in the school year 2022/2023 by 43 teachers, that is, teachers in 26 primary and 3 secondary schools in the City of Zagreb, encompassing 664 pupils of primary and secondary schools. Regarding the subject of prevention of domestic violence, it is important to note that the emphasis is on raising awareness of the importance of fundamental democratic values and encouraging action in accordance with them, as well as understanding the values of peace and non-violence, respect for human rights and freedoms, equality, tolerance and solidarity.

In addition to citizenship education, in the school year 2022/2023 the program "Škola i zajednica - ŠiZ" (School and Community - ŠiZ) was introduced as an optional subject for pupils of second and third grades of secondary schools. As a teaching subject, it aims to develop knowledge, skills and attitudes, habits and behaviours necessary for active community action, strengthening the sense of personal and social responsibility and connection, sympathy with the problems of fellow citizens, commitment to the processes of improving the quality of life in the community. Pupils consider the importance of human and civil rights in the protection of freedoms, but also in the development of a democratic society and the elimination of various aspects of social inequality due to income inequalities, long-term poverty and inequalities that are conditioned by gender identity, ethnicity, or sexual orientation.

Programmes for preventing and combating various forms of domestic violence, including sexual violence, in cooperation with civil society organisations

Projects and programs of civil society organizations aimed at preventing the occurrence and combating various forms of domestic violence, including sexual violence, are financed on the basis of the Ordinance on Financing Associations from the Budget of the City of Zagreb (Official Gazette of the City of Zagreb 19/19, 18/21, 6/22 and 40/22), and through public tenders conducted by the competent city administrative bodies (City Office for Social Protection, Health, Veterans and Persons with Disabilities, City Office for Education, Sport and Youth).

Through the City Office for Social Protection, Health, Veterans and Persons with Disabilities, the Programme for Financing Associations in the Field of Social and Humanitarian Importance (Official Gazette of the City of Zagreb 39/22), the priority areas for financing programmes, projects and activities implemented by associations and other civil society organizations are defined on an annual basis. Protection of rights and support to children and young people, support to the family and the elderly is one of the priorities within which counselling and psychosocial assistance activities are supported, the development of competences of social service providers, public awareness, and prevention of domestic violence, including sexual violence, and a number of other activities to strengthen competences and support parents, single-parent families, etc. The Office continuously co-finances programs and projects of civil society organizations that include activities that encourage pro-social behaviour and the adoption of adequate forms of response, reducing tolerance to violence, interrupting transgenerational transfer of violence, raising public awareness (workshops with children, lectures, education for parents and the general public), improving the mental health of children and young people, mental health of women and children who have survived domestic, partner violence or sexual violence by providing comprehensive psychosocial support, psychological counselling and psychotherapy. Financing of programmes for the prevention of

the occurrence and suppression of various forms of domestic violence in cooperation with civil society organizations is also carried out through a public tender in the field of health protection and is defined by the objectives and priorities of the Programme for Financing Associations in the Field of Health Protection.

In the period from 2018 to 2022, 99 programs or projects of civil society organizations dealing with the prevention of domestic violence were supported.

Measure 1

Implementation of preventive activities in the education system and the health care system

Holders: City Office for Education, Sport and Youth, City Office for Social Protection, Health, Veterans and Persons with Disabilities

Associates in implementation: educational institutions, Center for Youth Health, civil society organizations

Activities:

1. Regular implementation of preventive programs in the preschool and school education systems;
2. Regular keeping of records in accordance with the Protocol on the Treatment of Family Violence in the Education and Health System and other relevant protocols;
3. Ensuring the work of drop in counselling for parents, aimed at strengthening parental capacities;
4. Ensuring the operation of psycho-educational workshops for parents.

Performance indicators:

1. The number of preventive programmes implemented and the number of participants involved;
2. A report on the procedures in accordance with the Protocol on the Treatment of Family Violence in the Education and Health System;
3. number of parents involved, number of counselling sessions;
4. number of lectures/workshops held;
5. number of participants in lectures/workshops.

Implementation period: continuous

Measure 2

Supporting the implementation of projects and programmes of civil society organisations working to prevent and combat various forms of domestic violence, including sexual violence

Holder: City Office for Social Protection, Health, Veterans and Persons with Disabilities

Associates in implementation: City Office for Culture, International Relations and Civil Society, civil society organizations

Activities:

1. co-financing programmes and projects of civil society organisations working to prevent and combat various forms of domestic violence, including sexual violence, covering activities promoting gender equality, reducing tolerance to violence, adopting adequate forms of response, stopping transgenerational transfer of domestic violence, including sexual violence and raising public awareness.

Performance indicators:

1. The number of co-financed programmes and projects;
2. The number of beneficiaries covered by the programmes and projects.

Implementation period: continuous

II SUPPORT FOR VICTIMS OF DOMESTIC VIOLENCE

Support for victims of domestic violence is of great importance for stopping and preventing domestic violence. The important determinants of the support system are timeliness, targeting, protection, empowerment and (re)integration into society. The Zagreb model of support for victims of domestic violence, including sexual violence, includes a network of social services (counselling and shelters), housing, preparations for employment, employment, and further integration into society after the violence.

Shelters for victims of domestic violence in the City of Zagreb operate within the city social welfare institution Home for children and adults – victims of domestic violence "Duga – Zagreb" (hereinafter referred to as: "Duga – Zagreb" Home) and two civil society organizations that run autonomous shelters for victims of domestic violence, namely the association Autonomous Women's House Zagreb – Women Against Violence Against Women (hereinafter referred to as the association Autonomous Women's House Zagreb) and the association Women's Aid Now – SOS phone for women and children victims of violence (hereinafter referred to as the association Women's Aid Now). The activity of the "Duga – Zagreb" Home is financed from the budget of the City of Zagreb, while the shelters of the association Women's Aid Now and the association Autonomous Women's House Zagreb (autonomous shelters) are partly financed from the budget of the City of Zagreb on the basis of the Ordinance on the financing of associations from the budget of the City of Zagreb (Official Gazette of the City of Zagreb 19/19, 18/21, 6/22 and 40/22), and partly from the state budget of the Republic of Croatia and other sources. Shelters organize and provide temporary accommodation, housing, nutrition and care for health/hygiene, and provide psychosocial treatment to victims who are accommodated there, and include them in various forms of group and individual psychological treatments with children and adults, legally advise and mediate in contacts with social workers (in the placement of children in kindergartens and schools, in order to exercise the right to health care and rights from the social welfare system, etc.). The shelters also have counselling centres for victims of domestic violence for those victims who are not accommodated at the shelter, and they can contact the counselling centre in person, by telephone (SOS telephone line) or electronically. Counselling centres also provide legal, social, and psychological assistance, while SOS lines are also available in emergencies 24 hours a day. In addition to counselling centres, there are also counselling centres for victims of domestic violence (Counselling Centre of the Association B.a.B.e. – Be Active. Be emancipated) and for victims of sexual violence (Women's Room association, Centre for Victims of Sexual Violence), which the City of Zagreb co-finances through a public tender. For women with disabilities, the program is intended for the Croatian Union of Associations of Persons with Disabilities – SOIH – SOS telephone for women with disabilities who are victims of violence. Funding for the program of shelters and counselling for victims of domestic violence is also carried out through a public tender whose funding priorities are defined by the Program of financing associations in the field of social services from 2023 (Official Gazette of the City of Zagreb 39/22). Thus, among other things, the goals of financing associations in the field of social services include: support to the work of shelters and counselling for victims of domestic violence, providing

psychosocial and legal assistance to victims of violence and providing counselling services for families at risk. In accordance with the stated objectives, priority areas of financing are: temporary accommodation and support for victims of domestic violence (support to the work of shelters and counselling centres) (within priority area I), as well as preventive and treatment programs to support children, families and victims of violence (priority area II). Pursuant to the said Program, in 2022, a public tender for the financing of three-year programs of associations in the field of providing social services of temporary housing of the homeless and support to the work of shelters and counselling centres for victims of domestic violence for the period from 2022 to 2024 was announced for the second time from the budget of the City of Zagreb, while in 2022, the financing of programs for the II priority area was continued based on a public tender for the financing of three-year programs of associations in the field of development of the network of social services aimed at priority user groups for the period from 2020 to 2022 from the budget of the City of Zagreb. Three-year funding has been provided since 2019, ensuring continuity and security of funding.

The City of Zagreb is the first local community in the Republic of Croatia to introduce a special right (outside the priority list) to housing for victims of domestic violence by means of the Decision on Apartment Rental (Official Gazette of the City of Zagreb 22/09, 3/12, 15/12, 22/13, 11/20 and 27/21 – consolidated text). The apartment is rented with a protected rent for a period of up to five years at the proposal of the Commission for renting apartments and it is possible to extend its use under the prescribed conditions. From 2012 to 2021, the City of Zagreb has secured apartments for 100 persons/families of victims of domestic violence.

Encouraging, implementing, and monitoring the employment of victims of domestic violence carried out by the Croatian Employment Service – Regional Service Zagreb includes regular keeping of standardized records of unemployed persons victims of domestic violence and their involvement in the process of preparation for employment and employment mediation. In the period from 2018 to 2022, on average, 38 victims of domestic violence were recorded in the register of unemployed persons, with a trend of decreasing their number in recent years. For the purpose of faster and easier integration into the labour market, the Regional Service Zagreb holds activation workshops for preparation for self-employment and regular individual consultations and online consultations. All activities with unemployed persons – victims of domestic violence are focused on their empowerment, restoration of self-confidence, assistance and support for active job search and employment. In 2021, the unemployment records show that 24 persons, victims of domestic violence, gained employment. Likewise, presentations of active employment policy measures towards employers and online consultations with employers, users of measures for employment of victims of domestic violence are carried out.

Within the Entrepreneurship Centre – Blue Office, the Zagreb Innovation Centre Ltd. participates in the projects and programs of the City of Zagreb in the organization of seminars and consultations in order to promote entrepreneurial culture and strengthen entrepreneurial skills. The activities carried out within the Centre (education, consulting services, assistance to women entrepreneurs in applying for EU funds, etc.) are also intended for socially vulnerable groups, meaning victims of domestic violence as well.

Measure 1

Provision of financial support for the work of shelters and/or counselling centres for victims of domestic violence and for victims of sexual violence

Holder: City Office for Social Protection, Health, Veterans and Persons with Disabilities
Associates in implementation: "Duga – Zagreb" Home, civil society organizations that run shelters and/or counselling centres for victims of domestic violence and victims of sexual violence

Activities:

1. Ensuring continuous financial support to the work of shelters and counselling centres for victims of domestic violence, founded by the City of Zagreb;
2. Ensuring continuous and timely financial support to the work of shelters and/or counselling centres for victims of domestic violence and for victims of sexual violence run by civil society organizations by conducting three-year tenders;
3. Analysing data related to shelters and counselling centres;
4. Designing programmes for the financing of civil society organisations in the field of protection against domestic violence, including sexual violence.

Performance indicators:

1. Number of shelters and counselling centres and the amount of secured funds for the operation of shelters and counselling centres founded by the City of Zagreb;
2. Number of shelters and/or counselling centres and the amount of secured funds for the operation of shelters and/or counselling centres run by civil society organisations in the Zagreb territory;
3. Preparation of analysis of data on users of shelters and counselling centres;
4. Adoption of programmes for the financing of civil society organisations in the field of protection against domestic violence, including sexual violence.

Implementation period: continuous, for point 4 - the year 2024

Measure 2

Conduct evaluation of the quality of work of shelters and/or counselling centres and supervision of experts

Holder: City Office for Social Protection, Health, Veterans and Persons with Disabilities

Associates in implementation: shelters and/or counselling centres

Activities:

1. Ensuring independent evaluation of the quality of work of the shelter and/or counselling centre founded by the City of Zagreb, led by civil society organizations;
2. Ensuring supervision of experts working in shelters and counselling centres;
3. Preparation of evaluation reports.

Performance indicators:

1. Secured independent evaluation of the quality of work of the shelter and/or counselling centre founded by the City of Zagreb and run by civil society organizations;
2. Secured supervision of experts working in shelters and counselling centres;
3. Preparation of evaluation reports.

Implementation period: 2024 to 2025

Measure 3

Providing apartments for victims of domestic violence to be used by shelters on the territory of the City of Zagreb for more successful integration

Holder: City Office for Asset Management and Housing

Associates in implementation: City Office for Social Protection, Health, Veterans and Persons with Disabilities, shelters on the territory of the City of Zagreb

Activities:

1. Providing apartments to shelters for victims of domestic violence on the territory of the City of Zagreb;
2. Preparing an annual analysis of the success of the integration of victims of domestic violence.

Performance indicators:

1. Number of apartments provided for shelters;
2. Number of beneficiaries in the apartments;
3. Preparing an annual analysis of the success of the integration of victims of domestic violence.

Implementation period: 2023 to 2025

Measure 4

Ensuring the rental of apartments to victims of domestic violence

Holder: City Office for Asset Management and Housing

Associate in implementation: City Office for Social Protection, Health, Veterans and Persons with Disabilities

Activities:

1. Drafting opinions on the need for housing and establishing the right to housing;
2. Renting apartments to victims of domestic violence;
3. Keeping records of applicants for housing of victims of domestic violence;
4. Keeping records of housing of victims of domestic violence.

Performance indicators:

1. The number of drafted opinions on the need for housing and determining the right to housing;
2. The number of applications for housing;
3. Annual number of persons in housing care – victims of domestic violence.

Implementation period: continuous

Measure 5

Providing professional assistance and support to children and young people traumatized by domestic violence

Holder: City Office for Social Protection, Health, Veterans and Persons with Disabilities

Associates in implementation: Community Service Center "Luka Ritz Counselling Centre", Child and Youth Protection Centre of the City of Zagreb, Home "Duga – Zagreb", Centre for Youth Health, civil society organizations

Activities:

1. Providing professional assistance and support to children and young people who are traumatized by domestic violence, as well as services from the health and social care systems;
2. Ensuring financial resources for providing professional assistance and support to children and young people who are traumatized by domestic violence.

Performance indicators:

1. Identification and public disclosure of networks of professional assistance and support providers;
2. The number of children and young people provided with professional assistance and support due to traumatization by domestic violence.

Implementation period: continuous

Measure 6

Ensuring the implementation of support programmes for victims of domestic violence after leaving the shelter

Holder: City Office for Social Protection, Health, Veterans and Persons with Disabilities

Associates in implementation: The "Duga – Zagreb" Home, civil society organizations that run shelters and/or counselling centres for victims of violence or sexual violence, Croatian Institute for Social Work – Zagreb City Service

Activities:

1. Implementation of programmes to support victims of domestic violence (support in employment, housing, legal counselling, and psychosocial support, etc.) after leaving the shelter, for the purpose of gaining independence, empowerment and establishing successful social integration.

Performance indicators:

1. Implementation of support programs for victims of domestic violence after leaving the shelter;
2. The number of victims of domestic violence included in the support programme.

Implementation period: continuous

Measure 7

Supporting victims of domestic violence in inclusion/return to the labour market

Holders: Croatian Employment Service – Regional Service Zagreb, City Office for Social Protection, Health, Veterans and Persons with Disabilities

Associates in implementation: City Office for Economy, Environmental Sustainability and Strategic Planning, adult education institutions

Activities:

1. Keeping records of unemployed persons – victims of domestic violence;
2. preparing unemployed persons – victims of domestic violence for active job search through professional guidance;

3. the inclusion of unemployed victims of domestic violence in free training/retraining programmes;
4. mediation and promotion of employment/self-employment of unemployed persons victims of domestic violence.

Performance indicators:

1. Number of unemployed persons victims of domestic violence in the records of the Croatian Employment Service, Regional Service Zagreb;
2. Number of unemployed persons victims of domestic violence included in empowerment workshops for active job search and vocational guidance for the selection of educational programs;
3. Development of criteria for the inclusion of victims of domestic violence in training/retraining programmes;
4. Number of unemployed victims of domestic violence who have completed training/retraining programmes;
5. Number of employees from the register of unemployed persons who are victims of domestic violence.

Implementation period: continuous

Measure 8

Strengthening cross-sectoral cooperation to support victims of domestic violence when returning/integrating into the labour market

Implementation holder: Croatian Employment Service – Regional Service Zagreb

Associates in implementation: City Office for Economy, Environmental Sustainability and Strategic Planning, employers, civil society organizations

Activities:

1. Cooperation between the appointed coordinators in the Croatian Employment Service, Regional Service Zagreb and shelters and counselling centres for victims of domestic violence;
2. Public and individual informing of employers on the possibilities and benefits of employment of victims of domestic violence;
3. Monitoring the implementation of programmes for the use of support for entrepreneurs, legal and natural persons employing victims of domestic violence.

Performance indicators:

1. Number of contacts and working meetings between appointed coordinators for victims of domestic violence of the Croatian Employment Service – Regional Services Zagreb with employers, shelters and counselling centres for victims of domestic violence;
2. Number of organized empowering and job-seeking workshops for victims of domestic violence who are placed in shelters and for users of counselling services in order to improve their employability;
3. Number of victims of domestic violence who participated in the workshops;
4. Number of victims of domestic violence who are informed about the needs of the local labour market;
5. Number of forums, round tables, lectures, information radio and television broadcasts, the quantity of printed materials and the number of individual visits to employers in

order to present the possibility of employing unemployed persons victims of domestic violence, with special emphasis on the possibility of using active employment policy measures.

Implementation period: continuous

III SUPPORT FOR PARTICULARLY VULNERABLE GROUPS OF VICTIMS OF DOMESTIC VIOLENCE

Particularly vulnerable groups of victims of domestic violence, e.g., persons with disabilities, elderly persons, persons under international protection, persons belonging to national minorities, seekers of international protection and LGBTQI+ persons, require a tailored approach as they belong to specific groups. It is of utmost importance to improve the system of protection and the rights of these groups, to adapt the spaces in which shelters, and counselling centres operate in order to ensure them a safer and more accessible stay, and to support civil society organisations that are programmatically active and support the rights and position of victims of domestic violence, especially vulnerable groups. So far, the City of Zagreb has supported activities aimed at supporting the above-mentioned groups. "Duga – Zagreb" has shelters adapted for people with disabilities, and continuous support is provided through tenders for civil society organizations who offer programs for women with disabilities – victims of domestic violence (SOIH – SOS phone for women with disabilities victims of violence). Research on the topic of violence against older people was supported, and within the European project "Centre for Integration", the holder of which is the City of Zagreb, an SOS phone for elderly victims of domestic violence within the city institution "Duga – Zagreb" was formed. Homes for the elderly founded by the City of Zagreb have regularly informed and educated their users, the families of users and the professional public about the occurrence of domestic violence against the elderly. The City of Zagreb also supports civil society organizations dealing with the integration of persons under international protection and support to seekers of international protection, as well as projects for members of national minorities and LGBTQI+ persons. During the implementation of previous strategies, the need for more comprehensive care for victims of domestic violence of older age, who have a number of specific needs when living or staying in shelters, has been shown in practice, and it is necessary to provide them with special access and accommodation in institutions with specialized care options for the elderly. There is also a lack of service, but also stigmatization of LGBTQI+ victims of domestic violence, for which, through projects of civil society organizations, a secure support network is partly provided through the financing of targeted activities. There is also a problem of language barriers when it comes to victims of domestic violence who are also members of national minorities or are under international protection, and financing of programs that enable assistance in communication and counselling and interpretation of their rights should be made available.

Measure 1

Improving the system of support for the rights and position of persons with disabilities who are victims of domestic violence

Holder: City Office for Social Protection, Health, Veterans and Persons with Disabilities

Implementation associates: associations of persons with disabilities and for persons with disabilities

Activities:

1. Providing financial support to civil society organisations whose programs include protecting the rights of women with disabilities who are victims of domestic violence;
2. Holding meetings, round tables, public campaigns, etc., sensitization of the public;
3. Encouraging the cooperation between civil society organisations working with women with disabilities in order to share experience, knowledge and build capacity in providing support.

Performance indicators:

1. Number of financial supports granted to civil society organisations whose programs include protecting the rights of women with disabilities who are victims of domestic violence;
2. Number of meetings, round tables and similar activities held in order to sensitize the public about domestic violence against persons with disabilities;
3. Number of meetings of civil society organizations held in order to exchange experience and knowledge.

Implementation period: continuous

Measure 2

Adaptation of shelters and counselling facilities for victims of domestic violence for access and stay of persons with disabilities

Holder: City Office for Social Protection, Health, Veterans and Persons with Disabilities

Associate in implementation: City Office for Reconstruction, Development, Physical Planning, Construction, Utility Services and Transport

Activities:

1. Analysis of the accessibility of space in shelters and/or counselling centres for victims of domestic violence for persons with disabilities;
2. Adaptation of the premises of shelters and counselling centres for access and stay of victims of domestic violence – persons with disabilities.

Performance indicators:

1. Drafted analysis of the accessibility of space in shelters for victims of domestic violence for persons with disabilities;
2. Adapted premises of shelters and counselling centres for access and stay of victims of domestic violence - persons with disabilities.

Implementation period: for point 1 - the year 2023, for point 2 - continuous

Measure 3

Improving the system of support for the rights and position of elderly victims of domestic violence

Holder: City Office for Social Protection, Health, Veterans and Persons with Disabilities

Associates in implementation: homes for the elderly founded by the City of Zagreb, “Duga – Zagreb” Home, civil society organizations

Activities:

1. Educating employees of homes for the elderly on the occurrence of violence against the elderly;
2. Providing financial support to civil society organisations whose programs include protecting the rights of the elderly;
3. Holding meetings, round tables and similar activities in order to sensitize the public on the topic of protection of the elderly from domestic violence;
4. Providing temporary accommodation for victims of domestic violence in homes for the elderly founded by the City of Zagreb, with adequate psycho-social support from mobile teams composed of experts working in the field of victim support.

Performance indicators:

1. Number of trainings held of employees of homes for the elderly on the occurrence of violence against the elderly;
2. Number of financial supports provided to civil society organisations whose programs include protecting the rights of the elderly;
3. Number of meetings, round tables and similar activities held to sensitize the public on the topic of protection of the elderly against violence;
4. Number of temporarily placed victims of domestic violence in homes for the elderly founded by the City of Zagreb, with adequate psycho-social support from mobile teams composed of experts working in the field of victim support.

Implementation period: continuous

Measure 4

Improving the system of protection of the rights and position of victims of domestic violence – LGBTQI+ persons, members of national minorities, persons under international protection and seekers of international protection

Holder: City Office for Social Protection, Health, Veterans and Persons with Disabilities, City Office for Culture, International Relations and Civil Society

Associates in implementation: civil society organizations

Activities:

1. Providing financial support to civil society organisations whose programs include protecting the rights and status of victims of domestic violence who are LGBTQI+ persons, persons belonging to national minorities, persons under international protection and applicants for international protection;
2. Providing support in communication and counselling in order to exercise the rights of members of national minorities, persons under international protection and seekers of international protection;
3. Holding meetings, round tables and similar activities for the sensitization of the public on the topic of protection of the rights and position of victims of domestic violence, especially vulnerable groups.

Performance indicators:

1. Providing financial support to civil society organisations whose programs include protecting the rights and status of victims of domestic violence LGBTQI+ persons, persons belonging to national minorities, persons under international protection and seekers of international protection;

2. Number of consultations held with communication support for victims of domestic violence who are members of national minorities, persons under international protection and seekers of international protection;
3. Number of meetings, round tables and similar activities held in sensitizing the public on the topic of protection of the rights and position of victims of domestic violence, especially vulnerable groups.

Implementation period: continuous

IV PSYCHOSOCIAL TREATMENT OF PERPETRATORS OF DOMESTIC VIOLENCE

The protective measure of obligatory psychosocial treatment of perpetrators of family violence is imposed by a court decision on the basis of the Act on Protection Against Family Violence (Official Gazette 70/17, 126/19 and 84/21), and can be imposed on a family member in order to eliminate his/her violent behaviour or if there is a risk that he/she could repeat family violence. It may be imposed for a period of at least 6 months, and the manner and place of implementation of the measure is prescribed by the Ordinance on the implementation of the protective measure of compulsory psychosocial treatment of perpetrators of family violence (Official Gazette 116/18). The purpose of conducting psychosocial treatment is to stop and prevent further violent behaviour by achieving positive changes in the behaviour of perpetrators of domestic violence. The goal of conducting psychosocial treatment is to encourage the perpetrator to recognize their violent behaviour, accept responsibility for such behaviour and adopt patterns of non-violent behaviour.

Psychosocial treatment of perpetrators of criminal offences characterized by violence shall be carried out in accordance with Article 70 of the Criminal Code (Official Gazette 125/11, 144/12, 56/15, 61/15, 101/17, 118/18, 126/19 and 84/21) and this measure may be imposed by the court on the perpetrator who committed the criminal offense with the characteristic of violence, if there is a risk of committing the same or a similar crime.

These measures can be implemented in health institutions and with legal or natural persons who have the approval of the body responsible for judicial affairs for the implementation of the measure.

Since May 2009, the Home "Duga – Zagreb" Home holds the approval for verified implementation of psychosocial treatment of perpetrators of domestic violence. This institution carries out psychosocial treatment in a dislocated location, with the financial support of the City of Zagreb (City Office for Social Protection, Health, Veterans and Persons with Disabilities) and in cooperation with the State Attorney's Office and the competent courts. Treatment takes place every day in two shifts. In 2019, new premises of the Treatment Centre for perpetrators of domestic violence in the premises owned by the City of Zagreb were opened. The treatment is structured and based on cognitive-behavioural principles, and the implementation of the treatment through the initial, treatment and evaluation part involves an expert team composed of social workers, psychologists, and psychotherapists.

Since 2018, 447 people have been referred for treatment (78% men and 22% women), but not all of them are included in group/individual treatment. The reasons for non-inclusion

are failure to attend the treatment or cases when the court refers people who do not meet the criteria for the implementation of treatment (people with addiction problems, people with cognitively reduced capacities, etc.). Of the 243 perpetrators involved, 34% of participants successfully completed the treatment, 51% partially successful, and 15% unsuccessfully or irregularly attended the treatment.

Measure 1

Conduct psychosocial treatment of perpetrators of domestic violence

Holder: "Duga - Zagreb" Home

Associates in implementation: City Office for Social Protection, Health, Veterans and Persons with Disabilities, Ministry of Justice and Public Administration

Activities:

1. Providing conditions for the implementation of psychosocial treatment of perpetrators of domestic violence;
2. Regular monitoring of the success of psychosocial treatment of perpetrators of domestic violence;
3. Ensuring the education of experts in order to strengthen the competences of those working in this field;
4. Regular provision of means for the implementation of psychosocial treatment.

Performance indicators:

1. Number of persons involved in psychosocial treatment;
2. Number of persons who have successfully completed psychosocial treatment;
3. Analysis of data on persons involved in psychosocial treatment on an annual basis;
4. Number and type of education for experts working in this field;
5. Amount of secured funds for the implementation of psychosocial treatment.

Implementation period: continuous

Measure 2

Evaluation of the quality and outcomes of psychosocial treatment of perpetrators of domestic violence

Holder: City Office for Social Protection, Health, Veterans and Persons with Disabilities

Associate in implementation: "Duga - Zagreb" Home

Activities:

1. Preparation of an independent evaluation of the quality and outcomes of psychosocial treatment of perpetrators of domestic violence;
2. Preparation of an evaluation report on the quality and outcomes of psychosocial treatment.

Performance indicators:

1. Independent evaluation carried out of the quality and outcomes of psychosocial treatment of perpetrators of domestic violence;
2. Evaluation report drafted of the quality and outcome of psychosocial treatment.

Implementation period: Year 2024

V IMPROVING INTERDEPARTMENTAL COOPERATION AND TRAINING OF EXPERTS WORKING IN THE FIELD OF PROTECTION AGAINST DOMESTIC VIOLENCE

In the field of comprehensive support for victims of domestic violence, interdepartmental cooperation has a special role in the system (social welfare, health, education, police, justice, etc.). These authorities are responsible for combating domestic violence, acting in existing cases and taking the prescribed measures in existing cases, and simultaneously preventing new occurrences of domestic violence. Although there are already examples of good practice in the work of authorities responsible for domestic violence, experience shows that in order to improve the effectiveness of treatment, it is necessary to continuously work on improving interdepartmental cooperation and on the exchange of experiences and information related to domestic violence. The Committee for Protection against Family Violence and the Team of the City of Zagreb for Protection and Prevention of Violence against Women and Family Violence operate in the City of Zagreb. Within the City Assembly of the City of Zagreb, there is a Committee for Gender Equality that proposes to the City Assembly of the City of Zagreb the adoption of general acts in the field of gender equality, prepares city strategic documents in the field of gender equality and implements measures from national and city strategic documents in the field of gender equality.

This institutional framework brings together a wide multisectoral database of experts in the field of protection and support for victims of domestic violence and reflects systematic work on improving cooperation.

During the COVID-19 pandemic, the Committee for Protection against Family Violence and the City of Zagreb Team for the Prevention and Fight against Violence against Women and Family Violence prepared a joint statement due to the increased risk of domestic violence and thus informed the victims of domestic violence, as well as the general public, about social services in the area of the City of Zagreb. The joint statement was sent by all means of public communication and was published on the website of the City of Zagreb.

Also, in the framework of cross-sectoral cooperation, data related to police actions in cases of domestic violence are continuously exchanged. In its work, the Police Administration of Zagreb cooperates with the competent branches of the Centre for Social Welfare Zagreb, educational and health institutions, offices of the Government of the Republic of Croatia and civil society organizations.

The education of experts is an indispensable factor in the fight against domestic violence because professional training can enable responding to different types of violence in a quality way, since the incidence of violence is increasingly diversified over time, so the forms become more subtle, but with equally devastating consequences. The City of Zagreb has so far supported the education of experts by supporting the organization of round tables, workshops, specialized trainings and seminars, or they have been attended by city officials who work in the field of protection against domestic violence.

Measure 1

Regular exchange of information in the field of protection against domestic violence

Holders: Zagreb Police Administration, Croatian Institute for Social Work – Zagreb City Service

Associate in implementation: City Office for Social Protection, Health, Veterans and Persons with Disabilities

Activities:

1. Regular exchange of information (number of reports of violence to the Croatian Institute for Social Work – Zagreb City Service, number of reported crimes and misdemeanours in the field of domestic violence, number of femicides and other significant statistical indicators)
2. Preparation of the integral part of the annual report referring to the implementation of the measures and activities of the Zagreb Strategy.

Performance indicators:

1. Annual analysis drafted as an integral part of the report on the implementation of measures and activities of the Zagreb Strategy.

Implementation period: continuous

Measure 2

Improving interdepartmental cooperation in the field of protection of victims of domestic violence

Holders: City Office for Social Protection, Health, Veterans and Persons with Disabilities, Committee for Protection against Family Violence and Team of the City of Zagreb for Protection and Prevention of Violence against Women and Family Violence

Associates in implementation: City Office for Education, Sport and Youth, Police Administration of Zagreb, Croatian Institute for Social Work – Zagreb City Service, Commission for Gender Equality of the City of Zagreb, educational, health and social institutions, civil society organizations

Activities:

1. Holding regular meetings of the Committee for Protection against Family Violence;
2. Holding regular sessions of the Zagreb City Team for Protection and Prevention of Violence against Women and Domestic Violence;
3. Cooperation with civil society organizations that run shelters and/or counselling centres.

Performance indicators:

1. Number of meetings of the Committee for Protection against Family Violence held;
2. Number of sessions of the Zagreb City Team for Protection and Prevention of Violence against Women and Domestic Violence held;
3. Number of interdepartmental meetings held;
4. Displaying topics of sessions and meetings.

Implementation period: continuous

Measure 3

Education of professionals on the issue of domestic violence with an emphasis on the gender perspective

Holders: City Office for Social Protection, Health, Veterans and Persons with Disabilities, "Duga - Zagreb" Home

Associates in implementation: Committee for Gender Equality of the City Assembly of the City of Zagreb, educational institutions, social welfare institutions, health institutions, civil society organizations, police, justice system

Activities:

1. Holding professional conferences and specialized trainings for employees of city administration bodies, employees in the education system and in the system of social welfare, health, police, judiciary and civil society organizations;
2. Ensuring financial resources for the implementation of the program;
3. Implementation of the evaluation of the education program.

Performance indicators:

1. Number of organized professional conferences and workshops;
2. Financial resources provided for the implementation of the program;
3. Evaluation of the education program.

Implementation period: continuous

VI SENSITISATION OF THE PUBLIC

Gender-based violence is the most prominent indicator of unequal power relations between women and men. Inequitable societies in which the problem of gender inequality is prominent, generate a higher incidence of domestic violence. Sensitization of the general public for the needs of victims of domestic violence and the area of protection against domestic violence is a prerequisite for timely assistance to victims of violence. That is why the design and implementation of public actions and campaigns is an extremely useful and effective method of familiarizing the general public with certain issues. Various activities in the area of the City of Zagreb have in the past period sensitized numerous citizens, professional and the general public on issues in the field of domestic violence, violence against women and children, especially vulnerable groups of victims of domestic violence, sexual and peer violence and the like.

In order to raise awareness on the topics in question, important dates are marked at the level of city administrative and working bodies in order to raise awareness of the position of women, the possibilities and importance of reporting violence by victims and witnesses of violence, the gender dimension of violence and the consequences of social inequalities. By attaching greater importance to the marking of these dates, the public is being sensitized to issues of women's human rights, children's rights, tolerance, non-violence, and gender equality. Likewise, round tables, workshops and forums aimed at the expert public have proven to be a good way of opening the discussion on specific issues related to domestic violence.

Measure 1

Regular marking of dates related to the sensitization of the public to the issue of domestic violence and the promotion of women's human rights

Holders: City Office for Social Protection, Health, Veterans and Persons with Disabilities, City office for Education, Sport and Youth, City Office for Culture, International Relations and Civil Society

Associates in implementation: Committee for Protection against Family Violence, Committee for Gender Equality of the City Assembly of the City of Zagreb, Team of the City of Zagreb for Protection and Prevention of Violence against Women and Family Violence, "Duga – Zagreb" Home, Family Centre of the City of Zagreb, civil society organizations

Activities:

1. Marking the dates that sensitize the public to the issue of domestic violence and the promotion of women's human rights;
2. Implementation of public actions.

Performance indicators:

1. Number of activities marking important dates and public actions;
2. Number of public actions carried out.

Implementation period: continuous

Measure 2

Ensuring the availability of information on protection against domestic violence and on opportunities for support for victims of domestic violence

Holder: City Office for Social Protection, Health, Veterans and Persons with Disabilities

Associates in implementation: City Office for Education, Sport and Youth, City Office for Culture, International Relations and Civil Society, Police Administration Zagreb, Croatian Institute for Social Work – Service of the City of Zagreb, Commission for Protection against Domestic Violence, Commission for Gender Equality of the City Assembly of the City of Zagreb, Team of the City of Zagreb for Protection and Prevention of Violence against Women and Domestic Violence of civil society organizations

Activities:

1. Production and printing of information materials for victims of domestic violence in order to inform them of all the possibilities available to them within different systems;
2. Distribution of printed material in order to improve its availability to victims of domestic violence;
3. Regular publication of information on the website and social media sites of the City of Zagreb.

Performance indicators:

1. Number of printed information materials;
2. Adaptation of materials for different particularly vulnerable groups – victims of domestic violence;
3. Published information on the website and social media sites of the City of Zagreb.

Implementation period: continuous

FINAL PROVISIONS

1 The adoption and implementation of the Zagreb Strategy requires systematic and constant coordination among the holders of the implementation of measures and activities, competent city administrative bodies and institutions and institutions operating in this area, and the function of monitoring the implementation and coordination at the level of the City of Zagreb will be performed by the Committee for Protection against Family Violence appointed by the Mayor of the City of Zagreb by the Conclusion on the Appointment of the Commission for Protection against Family Violence (Official Gazette of the City of Zagreb 12/22; hereinafter: the Committee). The tasks of the Committee include, among other things, to participate in the development of the Zagreb Strategy and plan its implementation, and to consider the reports of the holders of the measures on the implementation of the measures and activities that it has set out.

2 In order to monitor the implementation of the Zagreb Strategy on an annual basis, the Mayor of the City of Zagreb shall, at the proposal of the City Office for Social Protection, Health, Veterans and Persons with Disabilities, in cooperation with other competent city administrative bodies and the Committee, adopt annual plans for the implementation of the Zagreb Strategy for each year, until the end of February of the current year.

3 The City Office for Social Protection, Health, Veterans and Persons with Disabilities, in cooperation with other competent city administrative bodies and the Committee, will propose to the Mayor of the City of Zagreb the adoption of the Plan for the Implementation of the Zagreb Strategy for 2023, within two months from the date of its adoption.

4 By 15 February each year, the implementers of the measures of the Zagreb Strategy will submit to the City Office for Social Protection, Health, Veterans and Persons with Disabilities reports on the implementation of measures and activities within their competence for the previous year, which this Office will consolidate by 1 March.

5 By 15 March each year, the City Office for Social Protection, Health, Veterans and Persons with Disabilities will submit to the Mayor of the City of Zagreb a consolidated report on the implementation of measures and activities from the Zagreb Strategy, and the Mayor will inform the City Assembly of the City of Zagreb thereof.

6 After the implementation period of the Zagreb Strategy, the success of its measures and activities will be evaluated.

7 The City Office for Social Protection, Health, Veterans and Persons with Disabilities will publish the Zagreb Strategy on the website of the City of Zagreb.

8 The Zagreb Strategy will be published in the Official Gazette of the City of Zagreb.

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**PRESIDENT
OF THE CITY ASSEMBLY**

Joško Klisović