

CITY OF ZAGREB PROGRAMME FOR  
QUALITY OF LGBTIQ+ PERSONS FOR  
THE PERIOD UNTIL THE END OF 2026

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QU LGBTIQ+ PERSONS FOR  
THE PERIOD UNTIL THE END OF 2026

CITY OF ZAGREB PROGRAMME FOR E



<b>I. Introduction</b>	<b>4</b>
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<b>Basis for the development of the Programme Proposal</b>	<b>7</b>
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<b>City of Zagreb Programme for Equality of LGBTQ+ Persons for the period until the end of 2026</b>	<b>9</b>
---	----------

<b>II. Thematic Areas and Objectives of the Programme</b>	<b>10</b>
---	-----------

<b>1. INFORMATION AND EXERCISE OF RIGHTS</b>	<b>11</b>
--	-----------

<b>2. SOCIAL PROTECTION</b>	<b>12</b>
-----------------------------	-----------

<b>3. HEALTH CARE</b>	<b>13</b>
-----------------------	-----------

<b>4. EDUCATION, SPORT AND YOUTH</b>	<b>16</b>
--------------------------------------	-----------

<b>5. SECURITY OF LGBTQ+ PERSONS, COMBATING DISCRIMINATION, HATE SPEECH AND HATE CRIMES</b>	<b>19</b>
---	-----------

<b>6. INCLUSIVE CULTURE</b>	<b>24</b>
-----------------------------	-----------

<b>7. STRENGTHENING INCLUSIVE CAPACITIES</b>	<b>25</b>
--	-----------

<b>8. INTERCITY AND INTERNATIONAL COOPERATION</b>	<b>29</b>
---	-----------

<b>III. Final Provisions</b>	<b>30</b>
------------------------------	-----------

# Table of CONTENTS





CITY OF  
ZAGREB

2 THE PERIOD UNTIL THE END OF 2026  
REB PROGRAMME FOR EQUALITY OF  
LGBTIQ+ PERSONS FOR THE PERIOD UNTIL THE END  
OF 2026 CITY OF ZAGREB PROGRAMME FOR  
EQUALITY OF LGBTIQ+ PERSONS FOR THE PERIOD  
UNTIL THE END OF 2026 CITY OF ZAGREB  
PROGRAMME FOR EQUALITY OF LGBTIQ+ PERSONS  
FOR THE PERIOD UNTIL THE END OF 2026 CITY OF  
ZAGREB PROGRAMME FOR EQUALITY OF LGBTIQ+  
PERSONS FOR THE PERIOD UNTIL THE END OF 2026  
CITY OF ZAGREB PROGRAMME FOR EQUALITY OF  
LGBTIQ+ PERSONS FOR THE PERIOD UNTIL THE END  
OF 2026 CITY OF ZAGREB PROGRAMME FOR  
EQUALITY OF LGBTIQ+ PERSONS FOR THE PERIOD  
UNTIL THE END OF 2026 CITY OF ZAGREB  
PROGRAMME FOR EQUALITY OF LGBTIQ+ PERSONS  
FOR THE PERIOD UNTIL THE END OF 2026 CITY OF  
ZAGREB PROGRAMME FOR EQUALITY OF LGBTIQ+  
PERSONS FOR THE PERIOD UNTIL THE END OF 2026  
CITY OF ZAGREB PROGRAMME FOR EQUALITY OF  
LGBTIQ+ PERSONS FOR THE PERIOD UNTIL THE END  
OF 2026 CITY OF ZAGREB PROGRAMME FOR  
EQUALITY OF LGBTIQ+ PERSONS FOR THE PERIOD  
UNTIL THE END OF 2026 CITY OF ZAGREB  
PROGRAMME FOR EQUALITY OF LGBTIQ+ PERSONS  
FOR THE PERIOD UNTIL THE END OF 2026 CITY OF



# ***CITY OF ZAGREB PROGRAMME FOR EQUALITY OF LGBTIQ+ PERSONS FOR THE PERIOD UNTIL THE END OF 2026***

## **I. Introduction**

The City of Zagreb has recognized the importance and the need of adopting a program to combat discrimination on the basis of sexual orientation and/or gender identity, in order to protect the rights of LGBTIQ+ persons, promote an inclusive society, sensitize people about stigma and eliminate it, prevent violence and preserve social cohesion.

It is the responsibility of public policy makers, including at the local level, to establish a planning framework for the implementation of activities that will make all social groups equal and ensure honouring their guaranteed human rights.

Institutional advances for the protection of human rights of LGBTIQ+ persons have so far been made as part of the wider reform of the legislative and institutional framework of the Republic of Croatia (hereinafter: - RH) and the adaptation to the *acquis communautaire* during the process of accession of the Republic of Croatia to the European Union in the period between 2005 and 2011.

Although the Republic of Croatia guarantees and ensures equality, freedom and human rights, LGBTIQ+ persons are victims of physical, verbal and psychological violence and harassment. Likewise, LGBTIQ+ persons are often victims of discrimination, in the public space, at school or university, in the workplace or in the family.

Results of the research "**Brutal reality: The research on violence, discrimination and hate crime against LGBTIQ persons in the Republic of Croatia**"<sup>1</sup> conducted on LGBTIQ+ persons showed that 60% of them experienced some form of psychological violence due to their sexual orientation (Milković 2013:33), about 38% of respondents suffered sexual violence (Milković 2013:35), and 17% suffered some form of physical violence (Milković 2013:38).

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<sup>1</sup> Milković, Marina. 2013 *Brutal reality: Research on violence, discrimination and hate crime against LGBTIQ persons in the Republic of Croatia*. Zagreb: Zagreb Pride.



Also, the results of the research showed that due to their sexual/gender identity, more than a third of respondents suffered psychological violence, about 19% of people experienced sexual violence, and 8% of them experienced some form of physical violence (Milković 2013:40-41). The most common forms of violence suffered by LGBTIQ+ persons are psychological violence, followed by sexual violence, and physical violence is present in the lowest percentage. Despite the high percentage of LGBTIQ+ persons who experienced some form of violence, only 7.7% reported the violence to the police (Milković 2013:49).

The low reporting rate of violence and discrimination indicates an explicit distrust of the police and the judicial system, which results in violence and discrimination against LGBTIQ+ persons remaining unreported, undocumented and without adequate sanction.

The problem of sanctioning in reported cases of violence against LGBTIQ+ persons is manifested in the qualification of acts of violence as offences against public order, instead of hate crimes, a criminal offense for which the Criminal Code prescribes stricter punishment of perpetrators.

The results of the research<sup>2</sup> (Baketa, Bovan and Matić Bojić 2021:16-17) conducted on high school graduates showed that about a third of respondents think "that homosexuality is a disorder or disease and that homosexual persons should not speak out publicly because of the danger of bad influence on young people". Furthermore, the same research showed gives almost half of young people are of the opinion "that homosexual orientation should not be publicly expressed and that homosexual persons should express this aspect of their identity only in the private sphere" (Baketa, Bovan and Matić Bojić 2021:17). Exactly such pronounced attitudes indicate the necessity of conducting activities aimed at educating and sensitizing citizens in order to protect the rights and equality of LGBTIQ+ persons.

Homophobia, biphobia and transphobia constitute violations of fundamental human rights, including the right to freedom of expression, the right to privacy and the right to live free from discrimination. All citizens have the right to equal protection and to equality, regardless of sexual orientation.

In shaping city policies and strategies, the City of Zagreb is guided by the principles of equality and non-discrimination and the creation of an inclusive society in all areas of life. The City of Zagreb considers the improvement of the position of the LGBTIQ+ community one of the priorities of its public policies and programs aimed at solidarity, respect and support to different social groups in order to achieve full equality.

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<sup>2</sup> Nikola Baketa, Kosta Bovan i Jelena Matić Bojić. 2021 [Research on political literacy of high school graduates in the Republic of Croatia - research report for 2021](https://goo.hr/wp-content/uploads/2021/05/politicka_pismenost_ucenika_i_ucenica_2021_istrazivacki_izvjestaj.pdf). Zagreb: Institute for Social Research in Zagreb ([https://goo.hr/wp-content/uploads/2021/05/politicka\\_pismenost\\_ucenika\\_i\\_ucenica\\_2021\\_istrazivacki\\_izvjestaj.pdf](https://goo.hr/wp-content/uploads/2021/05/politicka_pismenost_ucenika_i_ucenica_2021_istrazivacki_izvjestaj.pdf))



Since 2021, the Mayor of the City of Zagreb and his deputies have joined the Pride Parade as well as the subsequent programme the Ribnjak Park. In 2023 and 2024, as a co-organizer of the LGBTIQ+ community Pride Parade, celebrating the International Day Against Homophobia, Biphobia and Transphobia, the City of Zagreb raised public awareness of the challenges of discrimination faced by the LGBTIQ+ community.

The Zagreb Strategy for Protection against Family Violence for the Period 2023-2025 (Official Gazette of the City of Zagreb 3/23) recognizes LGBTIQ+ persons as a particularly vulnerable group of victims of domestic violence. The measures and activities of the Action Plan for the Prevention of Peer Violence in the City of Zagreb from 2024 to 2026 (Official Gazette of the City of Zagreb 17/24) include children and young people, and are aimed at the challenges of peer violence, in the form of its suppression and prevention.

Public tenders for the financing of programs and projects of associations from the Budget of the City of Zagreb support project and program activities of civil society organizations, aimed at the protection of rights and support to LGBTIQ+ persons. Moreover, the protection of LGBTIQ+ rights is one of the priority areas of public tenders in the field of human rights promotion.

Since 2022, the services of the Centre for Youth Health have been upgraded to include education on prevention, counselling and testing for sexually transmitted diseases: HIV, hepatitis C, syphilis, chlamydia and gonorrhoea, as well as free gynaecological examinations and HPV vaccinations for people up to 25 years of age. The service of free, preventive gynaecological examinations and vaccination against HPV is also carried out in the Teaching Institute of Public Health "Dr. Andrija Štampar". On the eve of World AIDS Day 2023, the Mayor of the City of Zagreb signed the Paris Declaration, joining the City of Zagreb to the Fast-Track Cities Initiative, stepping up efforts to eliminate HIV, AIDS, viral hepatitis and other sexually transmitted diseases, and improving testing and prevention.

In 2023, the BOJE (Bolnica Otvorena JEdnakima) project was launched at the Sveti Ivan Psychiatric Clinic in Zagreb. The project, implemented by a multidisciplinary team of experts: psychiatrists, psychologists and social pedagogues in cooperation with LGBTIQ+ organizations, provides free therapeutic support to LGBTIQ+ persons.

*It is the responsibility of public policy makers, including at the local level, to establish a planning framework for the implementation of activities that will make all social groups equal and ensure honouring their guaranteed human rights.*



# Basis for the development of the Programme Proposal

## 1. The applicable EU legal framework

The principle of equality and the prohibition of discrimination on grounds of sexual orientation are an integral part of primary EU law.

**The Charter of Fundamental Rights of the European Union** is among the first international documents that explicitly prohibits discrimination on the basis of sexual orientation.

Secondary EU law contains three significant anti-discrimination directives:

- Directive 2000/43/EC - implementation of the principle of equal treatment irrespective of racial or ethnic origin (Racial Equality Directive);
- Council Directive 2000/78/EC of 27 November 2000 establishing a general framework for equal treatment in employment and occupation;
- Council Directive (EU) 2024/1499 of 7 May 2024 on standards for equality bodies in the field of equal treatment between persons irrespective of their racial or ethnic origin, equal treatment in matters of employment and occupation between persons irrespective of their religion or belief, disability, age or sexual orientation, equal treatment between women and men in matters of social security and in the access to and supply of goods and services, and amending Directives 2000/43/EC and 2004/113/EC.

In addition to the above EU legislation, the first EU LGBTIQ strategy adopted by the European Commission will be taken into account while drafting the document. The Strategy for LGBTIQ Equality 2020-2025 sets out a series of targeted measures based on four thematic areas and aimed at: combating discrimination, ensuring security, building inclusive societies and spearheading calls for LGBTIQ+ equality in the world.

## 2. The applicable RH legal framework

**The Constitution of the Republic of Croatia**, (Official Gazette 56/90, 135/97, 113/00, 28/01, 76/10, 5/14) as a foundational political and legal act, prohibits discrimination (Article 14). Likewise, Article 35 of the Constitution of the Republic of Croatia guarantees everyone "respect and legal protection of their personal and family life, dignity, reputation and honour".



Discrimination on the basis of sexual orientation has been prohibited since 2003, when the first **Gender Equality Act** (Official Gazette 116/03) was adopted and further in the current Gender Equality Act (Official Gazette 82/08 and 69/17).

The grounds concerning gender identity and gender expression were first recognized in Croatian legislation through the **Anti-Discrimination Act** (Official Gazette 85/08 and 112/12), which has been in force since 1 January 2009. In accordance with the Anti-Discrimination Act, any form of direct or indirect discrimination as well as incitement to discrimination, harassment and sexual harassment in all areas of human life is prohibited. Discriminatory grounds include gender identity, gender expression and sexual orientation (Article 1 (1)).

The Gender Equality Act and the Anti-Discrimination Act are organic laws that all are the basis for harmonising other special laws. The Life Partnership of Same-Sex Persons Act (Official Gazette 92/14 and 98/19), which regulates the matter of protection of family life of same-sex couples and their children, is an organic law according to which life partners have the same procedural rights and status in all judicial and administrative proceedings as spouses. The same law also prohibits less favourable treatment of life partnerships in terms of obligations, rights or benefits provided to marriages. In addition to these three organic laws, there are specific laws containing anti-discrimination provisions relating to sexual orientation and/or gender identity and expression.

### 3. Examples of good practice of Rainbow Cities

It is a network promoting social inclusion and equality for all, in which 52 cities from 20 countries (within and outside the EU) are active. Examples of good practice are available on the Rainbow Cities website <https://www.rainbowcities.com/the-rainbow-cities/>. Cities such as Vienna, Ljubljana, Berlin and Amsterdam show that local government can improve the quality of life of LGBTIQ+ persons through a wide range of measures covering public services, education, health and social activities.

*...local government can improve the quality of life of LGBTIQ+ persons through a wide range of measures covering public services, education, health and social activities.*



## City of Zagreb Programme for Equality of LGBTIQ+ Persons for the period until the end of 2026

The development and implementation of the City of Zagreb Programme for Equality of LGBTIQ+ Persons for the period until the end of 2026 is important in order to promote the openness of the City of Zagreb as a city that values diversity, which was confirmed by the award of the European Capital of Inclusion and Diversity for 2024, in the category of cities with more than 50,000 inhabitants.

The Mayor of the City of Zagreb established and appointed a Commission for the development and monitoring of the implementation of the City of Zagreb Programme for Equality of LGBTIQ+ Persons for the period until the end of 2026.

The Commission consists of nine members, namely four members from the ranks of city administrative bodies, three members selected through a public call for expression of interest for participation in the work of the Commission from the ranks of civil society organizations, one member is a representative in the City Assembly of the City of Zagreb and one member is a representative of the professional public.

The aim of the Programme is to promote the City of Zagreb as an inclusive city, to sensitize citizens to the challenges that LGBTIQ+ persons face in everyday life, to raise awareness of the need to prevent stigmatization of LGBTIQ+ people, to prevent violence, as well as to encourage respect and appreciation of diversity. These topics will be represented in the said programme.

In order to collect data and report on the implementation of measures, the Committee will develop a measures form proposal, in which implementation indicators will be related to the number of persons, expressed by sex or gender identity. The form will be submitted to the holders and co-holders of the aforementioned measures together with the instructions for use.

The following areas are represented in the Programme: information and exercise of rights; social protection; health care; education, sport and youth; security of LGBTIQ+ persons, combating discrimination, hate speech and hate crime; inclusive culture; strengthening inclusive capacities and intercity and international cooperation.

The words and terminology used throughout the text of the Programme which have gendered meaning refer equally to the male and female gender in accordance with Article 43 of the Gender Equality Act (Official Gazette 82/08 and 69/17).



## II. Thematic Areas and Objectives of the Programme

The specific objectives of the City of Zagreb Programme for Equality of LGBTIQ+ Persons for the period until the end of 2026 were elaborated through 8 thematic areas:

### 1. INFORMATION AND EXERCISE OF RIGHTS

**OBJECTIVE 1.1.** Inform LGBTIQ+ persons about their rights and available services in the City of Zagreb

### 2. SOCIAL PROTECTION

**OBJECTIVE 2.1.** Provide the necessary social protection measures for LGBTIQ+ persons

### 3. HEALTH CARE

**OBJECTIVE 3.1.** Provide access to quality health care for LGBTIQ+ persons

**OBJECTIVE 3.2.** Protect and promote the physical and mental health of LGBTIQ+ persons

### 4. EDUCATION, SPORT AND YOUTH

**OBJECTIVE 4.1.** Provide secure access to education and create an inclusive environment in schools

**OBJECTIVE 4.2.** Foster an inclusive environment, equality and equal opportunities in sport

### 5. SECURITY OF LGBTIQ+ PERSONS, COMBATING DISCRIMINATION, HATE SPEECH AND HATE CRIMES

**OBJECTIVE 5.1.** Contribute to greater security for LGBTIQ+ persons in the public space

**OBJECTIVE 5.2.** Protection and empowerment of LGBTIQ+ persons in combating discrimination, hate speech and hate crime

**OBJECTIVE 5.3.** Sensitizing the public to the equality of LGBTIQ+ persons in order to combat discrimination, hate speech and hate crimes

**OBJECTIVE 5.4.** Improve legal security for LGBTIQ+ persons

### 6. INCLUSIVE CULTURE

**OBJECTIVE 6.1.** Foster the building of an inclusive environment through culture and the arts

### 7. STRENGTHENING INCLUSIVE CAPACITIES

**OBJECTIVE 7.1.** Strengthening cooperation with civil society organisations in the field of LGBTIQ+ equality

**OBJECTIVE 7.2.** Strengthen the city administration capacity for LGBTIQ+ equality

### 8. INTERCITY AND INTERNATIONAL COOPERATION

**OBJECTIVE 8.1.** Exchange knowledge and examples of good practice in the field of LGBTIQ+ equality



# 1. INFORMATION AND EXERCISE OF RIGHTS

Inform LGBTIQ+ persons  
about their rights and available  
services in the City of Zagreb

## OBJECTIVE 1.1.

### ► MEASURE 1.1.1. Opening of a separate category on the City of Zagreb's website with information relevant to LGBTIQ+ persons

**ACTIVITIES:** Collection, publication and updating of data of importance for LGBTIQ+ persons on the website of the City of Zagreb

**HOLDER:** City Office for Culture and Civil Society

**CO-HOLDER:** City Office for Social Protection, Health, Veterans and People with Disabilities, Office of the Mayor, IT and Technical Service Department and civil society organizations

**IMPLEMENTATION INDICATORS:** Created and regularly updated separate category on the website of the City of Zagreb; number of subcategories and areas of information

**TERM:** 2025

**ASSETS:** Budget of the City of Zagreb, distribution of the holder of the measure

### ► MEASURE 1.1.2. Enabling the acquisition of inclusive space labels and events intended for LGBTIQ+ persons in Zagreb

**ACTIVITIES:** Consideration of a model for determining the criteria for assigning the label of inclusive spaces for LGBTIQ+ persons and how to apply for a label space

**HOLDER:** City Office for Culture and Civil Society

**IMPLEMENTATION INDICATORS:** Meetings of stakeholders considering the model were held; proposals for criteria for obtaining the label of inclusive spaces for LGBTIQ+ persons were submitted, the method of applying for the label and informing the public about the possibilities of applying was determined

**TERM:** 2025

**ASSETS:** Budget of the City of Zagreb, distribution of the holder of the measure



## 2. SOCIAL PROTECTION

### OBJECTIVE 2.1.

Provide the necessary social protection measures for LGBTIQ+ persons

#### ► MEASURE 2.1.1.

Improvement of the system of protection of rights and position of LGBTIQ+ persons who are victims of gender-based violence/domestic violence

##### ACTIVITIES:

Providing shelter for LGBTIQ+ persons victims of gender-based violence/domestic violence

##### HOLDER:

City Office for Social Protection, Health, War Veterans and People with Disabilities

##### CO-HOLDER:

Home for children and adults - victims of domestic violence *Duga - Zagreb*

##### IMPLEMENTATION INDICATORS:

Provided shelter for LGBTIQ+ persons; number of people who requested to stay at the shelter expressed by sex or gender identity

##### TERM:

Continuous

##### ASSETS:

Budget of the City of Zagreb, distribution of the holder of the measure

#### ► MEASURE 2.1.2.

Prevention of homelessness in LGBTIQ+ youth caused by homophobia, biphobia and transphobia in the family

##### ACTIVITIES:

Granting financial support for three-year social service programs for the temporary accommodation of the homeless

##### HOLDER:

City Office for Social Protection, Health, War Veterans and People with Disabilities

##### CO-HOLDER:

Civil Society Organisations

##### IMPLEMENTATION INDICATORS:

Public tender for financing three-year programs of associations in the field of providing social services aimed at the homeless and support to the work of shelters and counselling centres for victims of domestic violence where LGBTIQ+ persons are listed as a category at risk of poverty; number of grants granted for the provision of services to the homeless

##### TERM:

2025

##### ASSETS:

Budget of the City of Zagreb, distribution of the holder of the EU fund measure



## 3. HEALTH CARE

Provide access to quality health care for LGBTIQ+ persons

# OBJECTIVE 3.1.

### ► MEASURE 3.1.1. Ensuring quality health care for LGBTIQ+ persons

<b>ACTIVITIES 3.1.1.1.:</b>	Sending instructions to health institutions founded by the City of Zagreb to ensure quality health care without discrimination on the basis of sexual orientation or gender identity
<b>HOLDER:</b>	City Office for Social Protection, Health, War Veterans and People with Disabilities
<b>CO-HOLDER:</b>	Health institutions founded by the City of Zagreb
<b>IMPLEMENTATION INDICATORS:</b>	Number and list of institutions to which instructions were sent
<b>TERM:</b>	2025 and 2026
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure

### ► MEASURE 3.1.1. Ensuring quality health care for LGBTIQ+ persons

<b>ACTIVITIES 3.1.1.2.:</b>	Providing posters, leaflets and brochures to health institutions founded by the City of Zagreb on the specific health needs of LGBTIQ+ persons and their placement in a visible place in health care institutions
<b>HOLDER:</b>	City Office for Social Protection, Health, War Veterans and People with Disabilities
<b>CO-HOLDER:</b>	Health institutions founded by the City of Zagreb, civil society organizations
<b>IMPLEMENTATION INDICATORS:</b>	Number of health institutions to which posters, leaflets and brochures were provided; number of health institutions that placed posters in a visible place at the entrance to the health institution
<b>TERM:</b>	2025 and 2026
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure



► **MEASURE 3.1.2.** Ensuring the availability of therapeutic support for LGBTIQ+ persons coping with minority stress

<b>ACTIVITIES :</b>	Organize continuous therapeutic support for LGBTIQ+ persons
<b>HOLDER:</b>	City Office for Social Protection, Health, Veterans and People with Disabilities, health institutions founded by the City of Zagreb working in the field of mental health
<b>CO-HOLDER:</b>	Civil Society Organisations
<b>IMPLEMENTATION INDICATORS:</b>	Continuous and free therapeutic support provided; number of people who requested therapeutic support expressed by sex or gender identity; number of people receiving therapeutic support expressed by sex or gender identity
<b>TERM:</b>	Continuous
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure

► **MEASURE 3.1.3.** Improving health services for the treatment of sexually transmitted diseases

<b>ACTIVITIES :</b>	Organize trainings on the prevention of sexually transmitted diseases, provide free testing and the availability and accessibility of therapies and medicines
<b>HOLDER:</b>	City Office for Social Protection, Health, Veterans and People with Disabilities, Teaching Institute for Public Health "Dr. Andrija Štampar", Center for Youth Health
<b>CO-HOLDER:</b>	Civil Society Organisations
<b>IMPLEMENTATION INDICATORS:</b>	Number of prevention trainings organized; number of people who attended trainings expressed by sex or gender identity; number of people who were tested for free expressed by sex or gender identity; number of people who sought and received available therapeutic support expressed by sex or gender identity
<b>TERM:</b>	Continuous
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure



*Homophobia, biphobia and transphobia constitute violations of fundamental human rights, including the right to freedom of expression, the right to privacy and the right to live free from discrimination.*

Protect and promote the physical  
and mental health of  
LGBTIQ+ persons

## OBJECTIVE 3.2.

<b>MEASURE</b> <b>3.2.1.</b>	<b>Holding events to promote the physical and mental health of LGBTIQ+ persons with the goal of preserving mental health</b>
<b>ACTIVITIES :</b>	Organizing symposia, trainings and round tables on the promotion of physical and mental health of LGBTIQ+ persons. Granting support to civil society organisations to organise similar activities.
<b>HOLDER:</b>	City Office for Social Protection, Health, Veterans and People with Disabilities, health institutions founded by the City of Zagreb working in the field of mental health
<b>CO-HOLDER:</b>	Civil society organizations, City Office for Culture and Civil Society, Clinic for Psychiatry Sveti Ivan and other health institutions founded by the City of Zagreb
<b>IMPLEMENTATION INDICATORS:</b>	Public events organized and held; number of participants in public events expressed by sex or gender identity; number of grants granted for the organization of public events.
<b>TERM:</b>	2025 and 2026
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure



## 4. EDUCATION, SPORT AND YOUTH

Provide secure access to education and create an

### OBJECTIVE 4.1. inclusive environment in schools

#### ► MEASURE 4.1.1.

Maintaining extracurricular activities of civic education, as well as the optional subject School and Community covering topics of importance to the LGBTQ+ community

#### ACTIVITIES :

Educate pupils about human rights and freedoms as a basis for achieving just and caring communities, encourage understanding and sensitivity to the rights of others, compassion, recognition and respect for different identities and expressions in order to prevent discrimination and violence

#### HOLDER:

City Office for Education, Sport and Youth

#### CO-HOLDER:

Educational institutions

#### IMPLEMENTATION INDICATORS:

Extracurricular activity of civic education and optional subject School and Community; number of schools and classrooms covered; number of pupils covered expressed by sex or gender identity

#### TERM:

Continuous

#### ASSETS:

Budget of the City of Zagreb, distribution of the holder of the measure

*The City of Zagreb considers the improvement of the position of the LGBTQ+ community one of the priorities of its public policies and programs aimed at solidarity, respect and support to different social groups in order to achieve full equality.*



► **MEASURE 4.1.2.** Provide support to Zagreb pupils to prevent alienation and preserve mental health

<b>ACTIVITIES :</b>	Granting support to civil society organizations to provide assistance to LGBTIQ+ pupils in challenging situations; holding workshops for teachers, professors and professional staff
<b>HOLDER:</b>	City Office for Culture and Civil Society
<b>CO-HOLDER:</b>	City Office for Education, Sport and Youth, civil society organizations and educational institutions
<b>IMPLEMENTATION INDICATORS:</b>	Number of grants awarded; number of workshops held; number of schools covered; number of teachers, professors and professional staff included by sex or gender identity
<b>TERM:</b>	2025 and 2026
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the EU fund measure

Foster an inclusive environment,  
equality and equal  
opportunities in sport

## OBJECTIVE 4.2.

► **MEASURE 4.2.1.** Ensuring inclusiveness in sports federations and clubs to prevent discrimination in sport

<b>ACTIVITIES :</b>	Sending recommendations to sports federations and clubs to foster inclusiveness and prevent discrimination in sport
<b>HOLDER:</b>	City Office for Culture and Civil Society, City Office for Education, Sport and Youth
<b>IMPLEMENTATION INDICATORS:</b>	Recommendations made; number of recommendations sent; number of institutions, federations and clubs to which recommendations were sent
<b>TERM:</b>	2025 and 2026
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure



**MEASURE 4.2.2.** Empowering LGBTIQ+ youth to participate in sport

**ACTIVITIES 4.2.2.1.:**

Granting support to civil society organisations to organise youth workshops to promote positive stories and the role of LGBTIQ+ community models in sport with the aim of foster self-confidence and a sense of belonging

**HOLDER:**

City Office for Education, Sport and Youth, City Office for Culture and Civil Society

**CO-HOLDER:**

Civil Society Organisations

**IMPLEMENTATION INDICATORS:**

Number of grants awarded; number of workshops conducted; number of people who participated in the workshops expressed by sex or gender identity

**TERM:**

2025 and 2026

**ASSETS:**

Budget of the City of Zagreb, distribution of the holder of the measure

**MEASURE 4.2.2.** Empowering LGBTIQ+ youth to participate in sport

**ACTIVITIES 4.2.2.2.:**

Allocation of financial resources to civil society organizations, sports federations and clubs operating on the territory of the City of Zagreb for the purpose of implementing the inclusion of LGBTIQ+ persons in sports

**HOLDER:**

City Office for Education, Sport and Youth

**CO-HOLDER:**

City Office for Culture and Civil Society

**IMPLEMENTATION INDICATORS:**

Number of registered civil society organizations, sports federations and clubs to which funds were allocated for the implementation of inclusive sports activities; number of persons who participated in inclusive sports activities expressed by sex or gender identity

**TERM:**

2026

**ASSETS:**

Budget of the City of Zagreb, distribution of the holder of the measure



## 5. SECURITY OF LGBTIQ+ PERSONS, COMBATING DISCRIMINATION, HATE SPEECH AND HATE CRIMES

Improve the safety of LGBTIQ+ persons in public spaces **OBJECTIVE 5.1.**

► **MEASURE 5.1.1.** Introduction of necessary communal activities for the safety of LGBTIQ+ persons in the public space

**ACTIVITIES 5.1.1.1:** Overview of needs and receiving proposals for the introduction of new and improvement of old communal activities for the safety of LGBTIQ+ persons in the public space

**HOLDER:** City Office for Municipal Self-Government, Transport, Civil Protection and Safety

**CO-HOLDER:** Civil Society Organisations

**IMPLEMENTATION INDICATORS:** Conducted survey of existing communal activities; number of received proposals for the introduction of new and improvement of old communal activities

**TERM:** 2025

**ASSETS:** Budget of the City of Zagreb, distribution of the holder of the measure

► **MEASURE 5.1.1.** Introduction of necessary communal activities for the safety of LGBTIQ+ persons in the public space

**ACTIVITIES 5.1.1.2:** Receipt of proposals to introduce or improve public lighting in public areas in order to reduce the feeling of insecurity and the risk of attack

**HOLDER:** City Office for Reconstruction, Development, Physical Planning, Construction and Utility Services

**IMPLEMENTATION INDICATORS:** Number of justified initiatives implemented

**TERM:** 2026

**ASSETS:** Budget of the City of Zagreb, distribution of the holder of the measure



## OBJECTIVE 5.2.

### Protection and empowerment of LGBTIQ+ persons in combating discrimination, hate speech and hate crime

#### ► MEASURE 5.2.1. Cooperation between the City of Zagreb and the Zagreb Police Administration regarding discrimination and violence against LGBTIQ+ persons

ACTIVITIES:	Collecting data from the Zagreb Police Administration to monitor reports of discrimination and hate crimes, in order to improve services in order to ensure the highest possible security
HOLDER:	City Office for Culture and Civil Society
CO-HOLDER:	Zagreb Police Administration
IMPLEMENTATION INDICATORS:	Data collected from the Zagreb Police Administration; consideration and finding of new solutions to improve security
TERM:	Continuous
ASSETS:	Budget of the City of Zagreb, distribution of the holder of the EU fund measure

#### ► MEASURE 5.2.2. Training of experts in working with LGBTIQ+ victims of gender-based violence

ACTIVITIES:	Granting support to civil society organizations to hold workshops for professionals in the field of health, social protection and education who are in contact with victims of gender-based violence.
HOLDER:	City Office for Social Protection, Health, War Veterans and People with Disabilities
CO-HOLDER:	Civil Society Organizations, City Office for Education, Sport and Youth
IMPLEMENTATION INDICATORS:	Number of grants granted; number of workshops held; number of persons who participated in the workshops expressed by sex or gender identity
TERM:	2026
ASSETS:	Budget of the City of Zagreb, distribution of the holder of the EU fund measure



Sensitizing the public to the equality of LGBTIQ+ persons in order to combat discrimination, hate speech and hate crimes

## OBJECTIVE 5.3.

<b>MEASURE</b> <b>5.3.1.</b>	Encouraging LGBTIQ+ persons and other fellow citizens to report discrimination, hate speech and hate crimes based on sexual orientation and/or gender identity or expression
<b>ACTIVITIES:</b>	Granting support to civil society organizations for the implementation of a media campaign in cooperation with the City of Zagreb, aimed at the general public with the purpose of encouraging the reporting of discrimination, hate speech and hate crime based on sexual orientation or gender identity or expression
<b>HOLDER:</b>	City Office for Culture and Civil Society
<b>CO-HOLDER:</b>	Civil Society Organisations
<b>IMPLEMENTATION INDICATORS:</b>	Number of grants awarded; media campaign conducted in public space, public transport, media space and social networks, which includes information on the importance of reporting discrimination and violence based on sexual orientation and/or gender identity and expression
<b>TERM:</b>	2025 and 2026
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the EU fund measure

*The principle of equality and the prohibition of discrimination on grounds of sexual orientation are an integral part of primary EU law.*





**► MEASURE 5.3.2.** Holding public events with the aim of sensitizing the public about the position of LGBTIQ+ persons in society

<b>ACTIVITIES:</b>	Granting support to civil society organizations to organize events, round tables, forums, conferences and other public events to sensitize the public about the position of LGBTIQ+ persons
<b>HOLDER:</b>	City Office for Culture and Civil Society
<b>CO-HOLDER:</b>	Civil Society Organisations
<b>IMPLEMENTATION INDICATORS:</b>	Number of grants awarded; number of public events held; number of people who participated in public events expressed by sex or gender identity
<b>TERM:</b>	2025 and 2026
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the EU fund measure

**► MEASURE 5.3.3.** Ensuring the support of the City of Zagreb in holding the Pride Parade

<b>ACTIVITIES:</b>	Provision of funds for co-financing the costs of the Pride Parade
<b>HOLDER:</b>	City Office for Culture and Civil Society
<b>CO-HOLDER:</b>	Civil Society Organisations
<b>IMPLEMENTATION INDICATORS:</b>	Making a decision on the co-organization of the Pride Parade between the City of Zagreb and civil society organizations; the amount of funds provided; the announcement of the Pride Parade and events on the eve of the Pride Month on the website of the City of Zagreb; the Pride Parade co-organized by the City of Zagreb and organizations, the number of participants in the Pride Parade
<b>TERM:</b>	2025 and 2026
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure



► **MEASURE 5.3.4.** Marking and empowering the LGBTIQ+ community by promoting identity visibility on days relevant to the LGBTIQ+ persons

<b>ACTIVITIES:</b>	Production of flags of the LGBTIQ+ community and their placement on the masts of the City of Zagreb and other interested institutions in June - Pride Month
<b>HOLDER:</b>	City Office for Culture and Civil Society
<b>CO-HOLDER:</b>	City Housing and Public Utility Services
<b>IMPLEMENTATION INDICATORS:</b>	Number of flags of appropriate dimensions produced; number of flags placed and their locations
<b>TERM:</b>	2025 and 2026
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure

Improve legal security for LGBTIQ+ persons

## OBJECTIVE 5.4.

► **MEASURE 5.4.1.** Provision of free legal aid for LGBTIQ+ persons related to discrimination, hate speech and hate crime in the form of legal advice and general legal information with prerequisites for obtaining primary legal aid

<b>ACTIVITIES:</b>	Provision of funds for the operation of the Legal Clinic of the Faculty of Law of the University of Zagreb and other providers of free legal assistance to LGBTIQ+ persons based on socioeconomic status
<b>HOLDER:</b>	City Office for Culture and Civil Society
<b>CO-HOLDER:</b>	City Office for General Administration and Property Affairs, Legal Clinic of the Faculty of Law, University of Zagreb, civil society organizations
<b>IMPLEMENTATION INDICATORS:</b>	Granted operating funds to the Legal Clinic of the Faculty of Law, University of Zagreb; number of organizations and institutions providing free legal assistance to LGBTIQ+ persons; number of requests for legal information or advice received; number of legal information and advice given
<b>TERM:</b>	Continuous
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure



## 6. INCLUSIVE CULTURE

### OBJECTIVE 6.1. Foster the building of an inclusive environment through culture and the arts

► **MEASURE 6.1.1.** Continuous monitoring of the involvement of programs dealing with topics relevant to LGBTQ+ persons in cultural institutions of the City of Zagreb and their premises

**ACTIVITIES:** Keeping records and monitoring the implementation of LGBTQ+ programmes, projects and cooperation with civil society organisations in cultural institutions of the City of Zagreb.

**HOLDER:** City Office for Culture and Civil Society

**CO-HOLDER:** Cultural institutions founded by the City of Zagreb

**IMPLEMENTATION INDICATORS:** Records on the implementation of LGBTQ+ programmes, projects and cooperation with civil society organisations in cultural institutions of the City of Zagreb

**TERM:** Continuous

**ASSETS:** Budget of the City of Zagreb, distribution of the holder of the measure

► **MEASURE 6.1.2.** Finding a model for establishing an LGBTQ+ cultural and social center

**ACTIVITIES:** Organization of meetings with strategic partners, organization of public hearings and online surveys

**HOLDER:** City Office for Culture and Civil Society

**CO-HOLDER:** Civil Society Organisations

**IMPLEMENTATION INDICATORS:** Number of organized meetings and discussions; organized online survey; number of collected feedback from participants in the discussion, processing the results of the survey; analysing the collected information in order to consider the establishment of an LGBTQ+ cultural and social center in Zagreb

**TERM:** 2025

**ASSETS:** Budget of the City of Zagreb, distribution of the holder of the measure



## 7. STRENGTHENING INCLUSIVE CAPACITIES

Strengthening cooperation  
with civil society organisations  
in the field of LGBTIQ+ equality

### OBJECTIVE 7.1.

#### ► MEASURE 7.1.1. Granting financial support for financing LGBTIQ+ organizations' projects

ACTIVITIES:	Ensuring financial resources for the financing of LGBTIQ+ organisations' projects through city public tenders for the financing of civil society organisations
HOLDER:	City Office for Culture and Civil Society, City Office for Social Protection, Health, Veterans and People with Disabilities, City Office for Education, Sport and Youth
CO-HOLDER:	Civil Society Organisations
IMPLEMENTATION INDICATORS:	Number of funded projects in the field of LGBTIQ+ equality; number of areas from which projects were funded; number of project beneficiaries expressed by sex or gender identity
TERM:	2025 and 2026
ASSETS:	Budget of the City of Zagreb, distribution of the holder of the measure

#### ► MEASURE 7.1.2. Allocation of city property for use by LGBTIQ+ organizations

ACTIVITIES:	Enabling the use of city property by LGBTIQ+ organizations through a public tender for the lease of city property to civil society organizations, in accordance with the possibilities of the City of Zagreb and available city properties
HOLDER:	City Office for Asset Management and Housing
IMPLEMENTATION INDICATORS:	Number of applications of LGBTIQ+ organizations to the tender for the allocation of space for use; number of city properties given to LGBTIQ+ organizations for use.
TERM:	Continuous
ASSETS:	Budget of the City of Zagreb, distribution of the holder of the measure



## OBJECTIVE 7.2.

Strengthen the potential  
of the City of Zagreb  
in the field of LGBTIQ+ equality

### ► MEASURE 7.2.1.

Providing a contact point for gender equality and  
LGBTIQ+ equality in the City Administration of the City  
of Zagreb

#### ACTIVITIES:

Designation of persons from the competent city offices as contact points for the area of gender equality and equality of LGBTIQ+ persons to whom beneficiaries may send inquiries from their jurisdiction regarding discrimination or harassment on the basis of sexual orientation and/or gender identity

#### HOLDER:

City Office for Culture and Civil Society

#### CO-HOLDER:

City Office for Social Protection, Health, Veterans and People with Disabilities, City Office for Education, Sport and Youth

#### IMPLEMENTATION INDICATORS:

Number of specific contact points; number of queries sent; number of resolved queries; number of people who contact the contact points expressed by sex or gender identity; number of reports of discrimination or harassment; number of people who reported discrimination or harassment expressed by sex or gender identity

#### TERM:

Continuous

#### ASSETS:

Budget of the City of Zagreb, distribution of the holder of the measure



► **MEASURE 7.2.2.** Raising awareness and education of officials of the City Administration of the City of Zagreb and employees of institutions and companies founded by the City of Zagreb on topics related to LGBTIQ+ persons

<b>ACTIVITIES:</b>	Awarding grants to civil society organizations to organize workshops for employees of the City Administration of the City of Zagreb, institutions and companies founded by the City of Zagreb in the system of social and health care, education and culture in order to better understand the needs and improve services and programs intended for LGBTIQ+ persons
<b>HOLDER:</b>	City Office for Culture and Civil Society
<b>CO-HOLDER:</b>	City Office for Social Protection, Health, Veterans and People with Disabilities, City Office for Education, Sport and Youth
<b>IMPLEMENTATION INDICATORS:</b>	Number of grants awarded; number of trainings and workshops organized and held for City administration officials and employees of institutions and companies founded by the City of Zagreb; number of participants at trainings and workshops expressed by sex or gender identity
<b>TERM:</b>	Continuous
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure

► **MEASURE 7.2.3.** Promotion and visibility of the City of Zagreb Programme for Equality of LGBTIQ+ Persons for the period until the end of 2026

<b>ACTIVITIES:</b>	Publication of the City of Zagreb Programme for Equality of LGBTIQ+ Persons for the period until the end of 2026 on the website of the City of Zagreb in Croatian and English; design of visual identity, development and printing of the Programme in Croatian and English
<b>HOLDER:</b>	City Office for Culture and Civil Society
<b>IMPLEMENTATION INDICATORS:</b>	Publication of the Programme on the website of the City of Zagreb in Croatian and English; drafted and distributed Programme in Croatian and English
<b>TERM:</b>	2025
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure



► **MEASURE**  
**7.2.4.** **Monitoring and reporting on the implementation of the City of Zagreb Programme for Equality of LGBTIQ+ Persons for the period until the end of 2026**

**ACTIVITIES:**

Collection of data, preparation of reports, submission of reports and publication of reports on the implementation of the Programme on the website of the City of Zagreb

**HOLDER:**

City Office for Culture and Civil Society

**CO-HOLDER:**

City Office for Social Protection, Health, Veterans and People with Disabilities, City Office for Education, Sport and Youth, City Office for General Administration and Property Affairs, City Office for Reconstruction, Development, Physical Planning, Construction and Utility Services, City Office for Local Self-Government, Transport, Civil Protection and Security, City Office for Asset Management and Housing, civil society organizations

**IMPLEMENTATION INDICATORS:**

Data collected and report on the implementation of the Programme; report submitted to the City Assembly of the City of Zagreb; report published on the website of the City of Zagreb

**TERM:**

2025 and 2026

**ASSETS:**

Budget of the City of Zagreb, distribution of the holder of the measure



## 8. INTERCITY AND INTERNATIONAL COOPERATION

Exchange knowledge and examples of good practice in the field of LGBTIQ+ equality

### OBJECTIVE 8.1.

► **MEASURE 8.1.1.** Strengthening cooperation with other local and regional self-government units and with international organizations, initiatives and networks in the field of LGBTIQ+ equality

#### ACTIVITIES:

Involvement in initiatives and networks; implementation of joint projects with cities/municipalities; exchange of experiences and good practices with other local self-government units in the Republic of Croatia and with European cities; involvement in the work of international organizations within the scope of equality of LGBTIQ+ persons

#### HOLDER:

City Office for Culture and Civil Society

#### CO-HOLDER:

City Office for Social Protection, Health, Veterans and People with Disabilities, City Office for Education, Sport and Youth

#### IMPLEMENTATION INDICATORS:

Number of memberships in initiatives and networks; number of established cooperations with cities/counties; number of cooperations and participation in the work of initiatives and networks; number of realized international projects in the field of equality of LGBTIQ+ persons; number of projects in implementation; number of participations in meetings of national and international organizations

#### TERM:

2025 and 2026

#### ASSETS:

Budget of the City of Zagreb, distribution of the holder of the measure



<b>MEASURE</b> <b>8.1.2.</b>	<b>Implementation of projects related to LGBTIQ+ equality and access to international documents and charters related to LGBTIQ+ equality</b>
<b>ACTIVITIES:</b>	Submitting project proposals and implementation of projects related to equality of LGBTIQ+ persons and signing of international documents and charters related to equality of LGBTIQ+ persons
<b>HOLDER:</b>	City Office for Culture and Civil Society
<b>IMPLEMENTATION INDICATORS:</b>	Number of submitted project proposals; number of projects in implementation; number of implemented projects; number of signed international documents and/or charters
<b>TERM:</b>	2025 and 2026
<b>ASSETS:</b>	Budget of the City of Zagreb, distribution of the holder of the measure

### III. Final Provisions

The implementation of the City of Zagreb Programme for Equality of LGBTIQ+ Persons for the period until the end of 2026 will be monitored by the Commission for the development and monitoring of the City of Zagreb Programme for Equality of LGBTIQ+ Persons for the period until the end of 2026.

The city administrative bodies that are the holders or co-holders of the measures in the Programme will plan the funds for their implementation.

By June 15, the City Office for Culture and Civil Society will submit to the Mayor of the City of Zagreb a consolidated report on the implementation of measures and activities from the Programme for the previous year, and he will inform the City Assembly of the City of Zagreb about this.

This Programme will be published in the Official Gazette of the City of Zagreb and on the website of the City of Zagreb.







