Having regard to Article 41, paragraph 2 of the Statute of the City of Zagreb (Official Gazette of the City of Zagreb No. 23/16, 2/18, 23/18, 3/20, 3/21, 11/21 - consolidated version and 16/22), at its 14th session of 12 July 2022, the Zagreb City Assembly adopted the following

CITY OF ZAGREB STRATEGY

of Equalisation of Opportunities for Persons with Disabilities in the period from 2022 to 2025

1. **Introduction**

The City of Zagreb Strategy of Equalisation of Opportunities for Persons with Disabilities in the period from 2022 to 2025 (hereinafter referred to as: Strategy) is the new, fifth strategic document containing guidelines for the harmonisation of all policies aimed at advancing the quality of life of persons with disabilities, which the City of Zagreb has been adopting and implementing since 2003.

The City of Zagreb’s policy and its cooperation with persons with disabilities is based on a social model of disability, which emphasises the potential and capabilities of persons with disabilities, and looks for a solution through removing social barriers, a move away from institutional rehabilitation and the creation of conditions which will guarantee the inclusion of persons with disabilities in all areas of life. Associations of persons with disabilities, recognised by the City of Zagreb as true partners when it comes to planning measures and activities and their implementation and evaluation, play a vital role in the inclusion of persons with disabilities in community life.

The social inclusion of persons with disabilities is an important factor in the inclusive development of cities and the broader community. It is an ongoing process which calls for constant monitoring and adjustment of City policy measures according to new circumstances, change and needs, which necessitates cooperation and the active involvement of citizens in the creation of policies, programmes and measures. In this sense, the Strategy adopts the principles of the New Urban Agenda[[1]](#footnote-1), a document that sets a new global standard for sustainable urban development of cities and serves as a beacon for their construction as drivers of change and prosperity and as centres of cultural and social prosperity, while protecting the environment. The Agenda encourages the universal accessibility of City spaces and infrastructure for persons with disabilities and the elderly, and focuses also on the accessibility and availability of digital technologies, housing and traffic systems, as well as on a universal design of green and public spaces.

The Strategy therefore adopts a holistic approach to the various needs of persons with disabilities, applying what is known as the double track approach, which means that all activities which increase the accessibility of all public spaces, services and regular services used by citizens (education and healthcare systems, the labour market, public transport, social protection services, sport facilities, etc.) are implemented at the same time as targeted activities which contribute to the development and availability of specialised services aimed at providing persons with disabilities with all of their rights (technical aids, translation services, specialised transport, assistance for pupils with disabilities, assisted employment, assisted housing, full-day care, special rehabilitation services and others).

Such an approach is supported by the UN’s 2030 Agenda for Sustainable Development[[2]](#footnote-2), which contains seventeen sustainable development goals directly linked to the UN’S Convention on the Rights of Persons with Disabilities[[3]](#footnote-3) (hereinafter referred to as: (the Convention) which strongly advocate for the promotion of the rights of persons with disabilities. When determining and defining disability, the City of Zagreb accepts the definition from the Convention which stresses the social dimension of invalidity, stating that “persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others”.

Accessibility demands must ensure that persons with disability be afforded the possibility of

travelling between their homes, workplaces and other destinations and the possibility of using digital and various other services. An environment equipped with accessible products and services enables a more inclusive society and facilitates independent living for persons with disabilities. Therefore, when planning measures and activities, it is important to take into account the Directive (EU) 2019/882 of the European Parliament and the Council on the accessibility requirements for products and services[[4]](#footnote-4). The Directive promotes full and effective equal participation by improving access to mainstream products and services that, through their initial design or subsequent adaptation, address the particular needs of persons with disabilities.

However, the COVID-19 pandemic and the earthquake that struck the City of Zagreb and surrounding areas presents a considerable challenge to the globally accepted inclusive and sustainable direction. These crises have increased obstacles and exacerbated existing inequality. Persons with disabilities are faced with a very difficult situation and problems arising from the reduction of support services due to the pandemic. Children with disabilities’ access to education, healthcare and social services, especially accommodation services, has considerably decreased.

All the defects and failures of the social services network in the face of a multi-faceted crisis have considerably impeded the satisfaction of the basic needs of persons with disabilities. By adjusting their *modus operandi,* institutions managed to keep providing services, but persons with disabilities who live with their families mostly missed out on support. The pandemic has greatly hindered the providing of personal assistance services, necessary for ensuring the inclusion of persons with disabilities in the community, which, fifteen years later, is still being carried out as a project activity despite the many initiatives from associations of persons with disabilities and local communities seeking that it be regulated by law.

Unexpected crises have further uncovered and reinforced existing weaknesses, especially problems related to the education and employment of persons with disabilities, the provision of social and health services and accommodation capacities. The cessation or sporadic realisation of healthcare and rehabilitation services, remote education, which has proved entirely inapplicable to most children with disabilities, isolation in social care institutions or within families, the loss of housing and employment and the many other consequences of the pandemic will result in risks whose mitigation will require significant professional and material support.

Persons with disabilities also run a greater risk of housing poverty, which carries with it potentially serious implications for their health, well-being and quality of life. This situation will likely deteriorate in the future, as a result of the increase in the cost of energy sources and general inflation, which makes it necessary for policy-makers to take concrete steps.

The Strategy clearly defines a long-term vision of an inclusive City of Zagreb and fulfils criteria set by European and national legislation. It includes a series of specially designed actions aimed at actively overcoming obstacles persons with disabilities face. Seeing as disability is an intersectoral issue, and the laws and implementing acts regulating many of the areas of life of persons with disabilities are governed by the state, while local and regional levels are significant for their improvement and adoption, it is necessary to actively encourage cooperation with competent ministries and initiate the necessary legal developments and changes.

The terms used in the text of the Strategy which have gender-specific meaning refer equally to both male and female gender, in accordance with Article 43 of the Gender Equality Act (Official Gazette No. 82/08 and 69/17).

1. Persons with disabilities in the City of Zagreb: socio-demographic indicators and features of disability

The City of Zagreb is home to 105 291 persons with disabilities, accounting for 13% of the total population of the City of Zagreb (persons with disabilities make up 14.4% of the population of the Republic of Croatia), of which 51% are men and 49% are women.[[5]](#footnote-5)

Compared to the Republic of Croatia, the representation of persons with disabilities in the working population and in the over-65 category in the City of Zagreb is below average, while there are more children with disabilities than the Croatian average.

Most persons with disabilities live with their families (85%), 12% live on their own, and 0.5% live with foster families or caretakers.

The aforementioned report makes it clear that multiple disabilities, afflictions of the locomotor and central nervous systems and mental disabilities are the most common factors of disability and functional incapacity.

Persons with disabilities are a particularly vulnerable, high-risk group, due to poverty and social exclusion. Due to extremely unfavourable indicators of poverty and unemployment risks for persons with disabilities in the Republic of Croatia, in 2020 the European Disability Forum, which represents over 100 million people with disabilities in Europe, addressed an initiative to the European Commission (hereinafter referred to as: Commission) in order to ensure a serious and active approach to the improvement of the position of persons with disabilities by the Government of the Republic of Croatia. It has been stressed that more than 37% of persons with disabilities in the Republic of Croatia live below the poverty line. Persons with disabilities in the Republic of Croatia also have an almost 18% greater chance of living in poverty than persons without disabilities. Furthermore, the rate of employment for persons with disabilities in the Republic of Croatia is 33.75%, which ranks us among the Member States with the lowest rates. Data on poverty risk rates are monitored on the national level, which is why, over the following period, it is important to create conditions for valid and comprehensive monitoring of this data on the level of the City of Zagreb for other social groups as well. Although proxy indicators make it possible to assume that persons with disabilities living in the City of Zagreb suffer from poverty less than those living in other parts of the Republic of Croatia, complete data are necessary in order to plan timely and targeted measures for the equalisation of opportunities and life opportunities in comparison with the general City of Zagreb population. In most European countries, persons with disabilities live in households whose housing costs are a greater burden on available income, and are also at a greater risk of energy poverty.

The employment of persons with disabilities presents a lasting challenge, as their participation in the labour market is their safest defence from poverty and social exclusion. The average share of employed persons with disabilities within the total employment in the City of Zagreb is therefore of special concern, as it amounts to only 2.3%. In 2020, the biggest share of unemployed persons with disabilities was registered in the City of Zagreb (1 320 or 21.2% of the total amount of unemployed persons with disabilities from the register of the Institute), which indicates that in the City of Zagreb there is significant untapped potential for broader employment of persons with disabilities, primarily due to its economic power.

The low rate of employment of persons with disabilities is not mitigated by the fact that more than half of all persons with disabilities (53%) did not complete primary education or completed only primary education, 33% completed secondary education, and 6% completed tertiary education, while 8% have completed special education.

Within the context of planning services and infrastructural interventions which are within the jurisdiction of local government, the City of Zagreb promotes a civic perspective and a social operational model, based on the human rights protection system. Disability is seen as a consequence of obstacles (physical inaccessibility, service inaccessibility, institutional exclusion, lack of accessible information, stereotypes and prejudice against persons with disabilities) which prevents persons with disabilities from equal participation in society.

When the obstacles are removed, most persons with disabilities will have access to more opportunities for social and economic independence, independent decision-making and inclusion in society. The planning and provision of services is based on the principle of investing into services so as to make them available according to the principles of universal design to the entire general population, including persons with disabilities.

The City of Zagreb accepts its basic social responsibility of removing barriers preventing access to the rights and services it affords to persons with disabilities, possibilities of employment, education and healthcare and infrastructural and public spaces it manages. It also recognises its role in the protection of the rights of persons with disabilities belonging to all age groups, as well as in promoting the value of diversity and inclusion throughout the community.

1. Vision and Principles according to the Strategy

The Strategy advocates for a vision of society in which human rights are respected and the principle of equal opportunity of persons with disabilities and their complete inclusion into society are adhered to.

The Strategy encompasses the principles referred to in Article 3 of the Convention:

* Respect for inherent dignity, individual autonomy including the freedom to make one’s own choices, and independence of persons;
* Non-discrimination;
* Full and effective participation and inclusion in society;
* Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
* Equality of opportunity;
* Accessibility;
* Equality between women and men;
* Respect for the evolving capacities of children with disabilities;
* Respect for the right of children with disabilities to preserve their identities.

The purpose of the Strategy is to improve, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms of persons with disabilities, as well as the furthering and respect of their inherent dignity.

The main goal of the Strategy is the prevention and eradication of discrimination. Disability cannot be a reason for limiting, withholding or violating human rights or fundamental freedoms in any area of community life.

1. European and National Framework

The Zagreb Strategy is entirely consistent with legislation, as well as with scientific achievements significant for persons with disabilities on the level of the European Union and the Republic of Croatia.

The Strategy takes into account the provisions of the Strategy for the rights of persons with disabilities 2021 - 2030[[6]](#footnote-6), adopted by the European Commission (hereinafter referred to as: the EU Strategy), and the National Plan of Equalisation of Opportunities for Persons with Disabilities in the period from 2021 to 2027[[7]](#footnote-7) , both of which are fully consistent with the Convention. The measures and activities from the Strategy take into consideration the recommendations of the United Nations Committee on the Rights of Persons with Disabilities in their Concluding Remarks on the Initial Report of Croatia on the implementation of the Convention, the recommendations of the Ombudsperson for persons with disabilities, as well as other national and international documents, such as: The European Pillar of Social Rights Action Plan from 2021, adopted by the European Commission, the European Social Charter from 1961, the Common European Guidelines on the Transition from Institutional to Community-based Care, and many others.

* 1. Union of equality: Strategy for the rights of persons with disabilities 2021 - 2030

The EU Strategy was adopted in order to ensure that all persons with disabilities in Europe, no matter their sex, race or ethnicity, religion or belief, age or sexual orientation, can enjoy all human rights and freedoms.

The EU Strategy centres its key initiatives around three major topics:

Enjoying EU Rights: Persons with disabilities enjoy the same rights as other EU citizens - the rights to move to a different country and to participate in political and public life. Based on experience from a pilot-project that is ongoing in eight countries, by the end of 2023 the European Commission will propose a European Disability Card which will enable the recognition of disability status between Member States, helping persons with disabilities to exercise their freedom of movement.

Decent quality of life and living independently: Persons with disabilities have the right to live independently and choose where and with whom they want to live. In order to support independent living and community inclusion, the Commission will create guidelines and start an initiative for the improvement of social services for persons with disabilities.

Equal Access and non-discrimination: The goal of the EU Strategy is to protect persons with disabilities from all forms of discrimination and violence. The objective is to ensure equal opportunities and access to the judiciary, education, culture, sport and tourism. Equal access to all healthcare services and employment must also be guaranteed.

The EU Strategy is a clear improvement compared to the previous strategy, and associations of persons with disabilities were involved in the process of preparation. It also contains a clearer plan drafted by the Commission on how to promote the use of funds earmarked for providing assistance to persons with disabilities in order to recover from the consequences of the pandemic and clear definitions of what the EU considers institutional care, services within the community and independent living, recognises the lack of concrete measures and actions aimed at women and girls with disabilities and ensures the integration of the gender perspective in each action point.

As part of the European Pillar of Social Rights Action Plan, the EU Strategy supports green and digital transition and a healthy Europe. The EU Strategy amends strategies for equality adopted in order to fight discrimination in all its forms. As persons with disabilities face significant obstacles and discrimination in all areas of life, the Commission insists on cooperative action on the part of social partners, companies and the civil society on the national, regional and local levels; EU financing from funds such as ESF+ and ERDF and the Creative Europe and Erasmus programmes are available for the undertaking of activities.

* 1. National Plan of Equalisation of Opportunities for Persons with Disabilities in the period from 2021 to 2027

The National Plan of Equalisation of Opportunities for Persons with Disabilities in the period from 2021 to 2027 (hereinafter referred to as: The National Plan) is the implementation framework for the implementation of the Convention and the EU Strategy. It is consistent with the umbrella document of the Republic of Croatia, the National Development Strategy of the Republic of Croatia until 2030 (Official Gazette No. 13/21), as the main development strategy of the Republic of Croatia and the framework for the shaping and implementation of all policies in the Republic of Croatia. It encompasses three main strategic goals: sustainable economy and society, improving resilience to crises and green and digital transition. Priorities for persons with disabilities were determined according to these goals.

The right of persons with disabilities to inclusive education, access to secondary education for vocations competitive on the labour market and the encouragement of higher education are emphasised within the framework of the strategic goal of sustainable economy and society. In the area of employment of persons with disabilities, measures regarding active preparation for the labour market, more widespread employment and remaining in employment are planned.

As regards the strategic goal of improving resilience to crises, the emphasis lies on the preservation of the quality of life of citizens with disabilities by improving resilience to crises, improving health by providing better healthcare services, promoting social inclusion, creating an environment encouraging to families and increasing the capacity of public services to address the needs of persons with disabilities. The National Plan encourages an active deinstitutionalisation and prevention of institutionalisation policy, the fight against discrimination and social exclusion and all forms of violence and ensuring fundamental rights of persons with disabilities. Taking into account the COVID-19 pandemic and the earthquake which struck the City of Zagreb and other areas in 2020, measures aimed at protecting persons with disabilities in crises and humanitarian crises and ensuring their safety are also foreseen, as well as building community resilience to crises. The purpose of the measures is to increase civil protection competencies in accordance with the disaster risk reduction principle defined in the Sendai Framework for Disaster Risk Reduction 2015-2030.

Green and digital transition includes the digitalisation of everyday processes within public bodies and enables the improvement of accessibility for persons with disabilities on an equal footing with the other citizens. Importance is given to the fact that the development of digital infrastructure requires long-term investments into digital technologies adapted for the needs of persons with disabilities and encouragement of innovations, while equal participation of all citizens in the digital transformation of society should be supported by programmes aimed at improving the digital skills of all social groups, including persons with disabilities.

1. Results of the consultation during the Strategy preparation process

In order to facilitate the development of the Strategy, at the end of 2020 a consultation with interested City of Zagreb citizens on the results of previous strategic documents and on the priorities for the new strategy was conducted in cooperation with the Croatian Union of Associations of Persons with Disabilities - SOIH. The consultation methodology used was implemented by the European Commission for the new European strategic document relating to persons with disabilities - the EU Strategy. The complete report and processing of consultation results can be found in Annex 1, which is not intended for publication.

A total of 221 answers were received, of which 146 (66%) relate to organisations and 75 (33%) are individual responses. Associations of persons with disabilities, interested citizens/persons with disabilities, City Offices of the City of Zagreb, public institutions, the academic community, the Ombudsperson for persons with disabilities and the business sector took part in the consultation.

The analysis of answers evaluating the efficiency of the strategic policy framework for persons with disabilities (the European, National and Zagreb strategy for persons with disabilities) regarding improvements in the lives of persons with disabilities in Zagreb shows that slightly more than half of all polled participants (53%) believe that the strategic policy framework for persons with disabilities contributed to the improvement of the lives of persons with disabilities. Approximately 24% of participants chose neutral answers, while approximately 20% of participants feel that the strategic framework did not contribute to the improvement of the lives of persons with disabilities.

When it comes to factors considered as barriers for the implementation of the strategic policy framework for persons with disabilities, participants most often highlight the economic and political situation; a lack of financial resources; a lack of interest and “inertia” on the part of the state, bureaucratisation, insufficient coordination and competence of decision-makers and employees of various systems; non-uniformity when it comes to the rights of persons with disabilities; a lack of harmonisation of laws with the provisions of the Convention; too many goals and measures and incompleteness of data, analyses, monitoring and evaluations.

The participants declared their priorities among all 86 offered activities aimed at the promotion of an accessible and inclusive community in eight areas of activity: mobility and accessibility, education and lifelong learning, employment and professional rehabilitation, healthcare and rehabilitation, standard of living and social protection, support for families providing care for children/adults with disabilities, protection against violence and participation in the cultural, public and political spheres, sport and recreation.

Mobility and Accessibility:

* Systematic improvement in the levelling of pavements and walkways, improved accessibility of facilities;
* Improvements in the accessibility of public transport (accessible vehicles and stations, more reliable information);
* Installing infrastructure for the improvement of public and commercial buildings (automatic doors, more accessible toilets, special lighting, tactile paths, etc.).

Education and Lifelong Learning:

* Accessibility and total adaptation of educational institutions;
* Adaptation of textbooks and worksheets;
* Adequate distribution of assistants for pupils with disabilities and professional communication intermediaries;
* Accessibility of lifelong learning;
* Use of assistive technology and other IT equipment.

Employment and Professional Rehabilitation:

* Raising awareness and educating employers on employing persons with disabilities;
* Encouraging different forms of employment and self-employment of persons with disabilities, including incentives for green jobs and economy;
* Encouraging the improvement of legislation and policy in the areas of rehabilitation and employment;
* Strengthening of the mechanisms in place to protect against discrimination.

Healthcare and Rehabilitation:

* Ensuring the accessibility of healthcare institutions and interiors;
* Ensuring communication and orientation accessibility;
* Ensuring the accessibility of medical diagnostic and other devices;
* Developing an optimal palliative care network for terminally ill patients;
* Educating healthcare personnel on the needs of persons with disabilities;
* Implementing targeted preventative programmes for persons with disabilities.

Standard of living and social protection:

* Development of a network of services for household assistance;
* Housing of persons with disabilities;
* Use of flats owned by the City of Zagreb;
* Development of a network of social and healthcare services providing long-term care;
* Adequate provision of personal assistance;
* Adequate housing allowances for persons with disabilities at risk of poverty;
* Monitoring of standard of living indicators for persons with disabilities compared to other citizens and adopting appropriate measures;
* More active role of the City of Zagreb in the adoption of laws on social housing and an action plan at the City of Zagreb level.

**Support to families providing care for children/adults with disabilities:**

* Improving the system of services and infrastructure and support for caretakers and integration with other healthcare and social services (including the development of personal support service and support during caretaker leave);
* Evaluating the need for informal care services and caretakers for all groups of children with disabilities and persons with disabilities living with their families.

**Protection against violence:**

* Ensuring complete accessibility of shelters and counselling centres for victims of violence;
* Developing a support system for persons with disabilities and children with disabilities who are victims of violence;
* Developing accessible alarm system technologies for quick responses (for persons with various disabilities).

**Participation in the cultural, public and political spheres, sport and recreation:**

* Accessibility of culture, recreational and sport facilities and their activities;
* Improving the process of including children and young persons with disabilities in extracurricular sport, cultural and other activities;
* Ensuring diverse and accessible artistic and creative workshops, museum collections, cinema and theatre and library material and programmes;
* Including and encouraging persons with disabilities, especially women and young people, to participate in public and political activity on all levels;
* Constructing and equipping children’s playgrounds in accordance with the universal design principle.

A discussion on the evaluation of the importance of Strategy priorities was also organised. Four focus groups

were conducted, with the participation of 21 representatives of associations of persons with disabilities registered as providers of social services: Croatian Paraplegic and Tetraplegic Alliance, CeDePe – Association of persons with cerebral palsy and polio Zagreb, Zagreb Muscular Dystrophy Society, Zagreb’s Association of Disabled Workers, Autism Association Zagreb, Association for support to the persons with intellectual difficulties of the City of Zagreb, Zagreb Association of the Blind, Association of Physically Disabled, MS Society of the City of Zagreb and the Zagreb Down Syndrome Association, the focus group results being consistent with the results of the online consultation.

The results of the consultation on future priorities answer the challenges and problems many European cities still face. Research conducted by the Eurocities network[[8]](#footnote-8), in which the representatives of 22 other cities in addition to the City of Zagreb took part, indicates the challenges and problems regarding the implementation of policies aimed at persons with disabilities which all participating cities face. Thus, more than a third (38%) of cities emphasised issues regarding the implementation of the Convention, above all due to centralised policies, inadequate cooperation between national (regional) and local authorities, non-existent or insufficient national legislation and policies to clearly define the deinstitutionalisation framework.

The research also indicated the issue of ensuring the sustainable funding of social services, especially personal assistance services or the impossibility of ensuring the continuity of funding the transition from institutional forms of care to community housing services. Most cities make use of a combination of state and local funding, which also applies to cities in which the provision of social services was decentralised, so that costs, administration and the management of personal assistance services are split between the local and national levels.

The research has shown that cities offer significant support for the employment of persons with disabilities, independently and in cooperation with other public sector services. However, all European cities have recorded broad unemployment of persons with disabilities or employment at low-paid positions; furthermore, a wage gap between employed persons with disabilities and persons without disabilities has been observed, while young persons with disabilities make up a significant part of the so-called NEET groups. The employment of persons with disabilities therefore remains the greatest challenge facing the following strategic period.

1. Situation overview per sectors

6.1 Education and Employment

Inclusion in everyday life is the basic goal of all activities aimed at improving the living conditions of persons with disabilities. Efforts made in order to integrate, that is to say, include children with disabilities in the educational process are therefore of great importance. As the number of children with disabilities in day-care centres and regular primary school has been increasing over the years, bigger investments into accessibility and availability for children with all types and degrees of disability have proved necessary.

Specific programmes for children and young persons with disabilities have been developed, the number of schools in which children with disabilities can enrol has been increased and construction work with the aim of adapting schools and day-care centres is performed continuously and according to needs, expert staff are employed, scholarships for pupils and university students with disabilities are being given out, assistants for pupils with disabilities in primary and secondary schools of the City of Zagreb are ensured.

Even though new educational groups for the implementation of the programme are constantly being formed, the existing capacities are still insufficient for the increasing needs of children with various types of disabilities. Experience has shown that pupils with disabilities who have assistants achieve better results in the educational and social contexts and that they exhibit greater personal growth and development, which later affects their self-image, confidence and self-respect, as well as ensures better integration into the community.

The educational system requires continuous improvement in order to improve horizontal and vertical mobility and to encourage all citizens, but especially persons with disabilities, to pursue lifelong learning and thus improve their competitiveness on the labour market.

Employment and work figure among the basic forms of social inclusion and above all economic independence, but for many persons with disabilities they are, unfortunately, out of reach.

One of the biggest obstacles when it comes to employing persons with disabilities is the negative attitude found in society, as well as prejudiced views about limited and low operational capabilities of persons with disabilities. Employing persons with disabilities on the open market is the goal of modern policies for persons with disabilities, however, models of sheltered employment, social entrepreneurship and work in civil society associations are being developed for the needs of persons who cannot work on the open market due to the severity of their disability.

The City of Zagreb provides support for protective employment through grants to URIHO - The institution for professional rehabilitation and employment of persons with disabilities within the framework of state aids for the employment of persons with disabilities. Furthermore, via a public tender for awarding grants for the preservation and development of traditional, scarce and manufacturing craft activities, persons with disabilities who start a craft for self-employment reasons or crafts which employ a person with disabilities are awarded the maximum amount of individual support. Over the previous years, the City of Zagreb has also provided financial, professional and organisational support, as well as support in terms of premises, for the development of social entrepreneurship among persons with disabilities. Due to that support, some social enterprises and cooperatives have been operating successfully on the market.

**Key indicators**

* A multidisciplinary team of experts has been operating in all 60 day-care centres in the City.
* About 8 000 children with disabilities are enrolled in regular and other day-care programmes.
* An additional 275 third party educators, fifteen additional workers tasked with care and accompaniment and two professional communication intermediaries have been ensured for children with severe disabilities.
* Slightly more than 5 000 children with disabilities attend regular primary school, while slightly more than 2 500 attend secondary schools.
* The City of Zagreb Budget funds 560 assistants for pupils with disabilities and communication intermediaries, while EU funds finance 442 assistants / professional communication intermediaries.
* From 2007 to today, 672 scholarships have been awarded to pupils and university students with disabilities.
* According to the Employment Register, the City of Zagreb currently employs a total of 5 293 persons with disabilities.
* The City administration of the City of Zagreb employs approximately 200 persons with disabilities, but only 78 fulfil the criteria set out by the Register.
* City companies / institutions employ approximately 798 persons with disabilities.
* The Institution for professional rehabilitation and employment of persons with disabilities - URIHO employs approximately 298 persons with disabilities.

1. Healthcare and Rehabilitation

The City of Zagreb has regularly been carrying out healthcare activities for persons with disabilities, which ensure additional services on top of those guaranteed by national legislature. Among them are regular dental protection of children and adults, recreational and therapeutic programmes, specific therapy programmes and rehabilitation for persons with the severest forms of disability, preventative mammograms for women, preventative prostate examinations for men and preventative cardiovascular check-ups for men and women in cooperation with associations of persons with disabilities and City of Zagreb healthcare institutions. Furthermore, when it comes to accessibility healthcare institutions are perpetually adapting to the needs of persons with various types of disabilities.

With a view to ensuring uninterrupted education for pupils undergoing long-term hospital treatment, since 2003 the City of Zagreb has been carrying out the Hospital Class Project and providing systematic support to the Hospital Day-care Programme, intended for children staying at a healthcare institution.

As part of the “Integrated approach to Home Care for the Elderly - CrossCare” project, the Home health care facility has, for the first time in the Republic of Croatia, ensured professional intervention of a therapist in users’ homes when it comes to providing physical therapy and medical care services. Upon completion of the project, the City of Zagreb Budget continued financing the service. Furthermore, in cooperation with the Croatian Union of Associations of Persons with Disabilities - SOIH, the Home health care facility has for fourteen years been carrying out the “Physical Therapy and Rehabilitation for People with Disabilities in the City of Zagreb” project, which ensures additional physical therapy for persons with the severest forms of disability.

The City of Zagreb will continue to undertake measures and activities in order to ensure the availability of all services and programmes in the healthcare system for persons with disabilities.

**Key indicators**

* The recreational and therapeutic vacation programme includes approximately 400 persons with disabilities on average, and a capacity increase of an additional 200 persons would mostly satisfy existing needs.
* Transdisciplinary functional evaluation programmes include an average of 400 children and their families per year, while early intervention programmes include approximately 60 children. Approximately 200 children do not pass the evaluation each year, while approximately 300 are left out of the early intervention system.
* Various preventative check-ups cover over 500 persons with disabilities, while approximately the same number of persons remain unaffected.
* Adapted dental protection covers approximately 200 children with disabilities per year and an equal amount of adults with disabilities.
* The “Hospital classes” and “Hospital day-care” projects cover approximately 800 children with disabilities, which mostly satisfies overall needs.
* The “Counselling Centres for Persons with Disabilities” project covers 100 persons with disabilities.

1. Housing, Mobility and Accessibility

The City of Zagreb is continuing to improve in furthering accessibility and mobility; however, there are always opportunities for improving activity and removing barriers.

Free public transport is being ensured, as well as transport via specialised vehicles, public transport is gradually being adapted to the needs of persons with various types of disabilities, the reconstruction / modernisation and equipping of underpasses are in progress, manifestations such as the European Mobility Week are being organised and the “Accessible Zagreb” network / mobile service is being developed.

Continuous work is being done on the additional adaptation of inaccessible buildings housing institutions providing essential services for persons with disabilities. Over the previous decade, the City of Zagreb has built many children’s playgrounds equipped with apparatuses adapted for children with disabilities. Many public recreational areas have been adapted (beach for persons with disabilities at lake Jarun, a multisensory park, the Bliznec forest trail and others). A transparent use and maintenance system for these areas needs to be ensured over the following period.

Works are regularly being carried out regarding the adaptation/dropping of concrete / granite kerbstones and intersection signalisation, while tactile areas are also being installed at public transport stops and paths leading towards buildings and facilities.

Public infrastructure and public transport must ensure safety and efficiency, and the adaptation of bus and tram stations for persons with disabilities is vital in the process of ensuring unimpeded traffic flow. In addition to the acquisition of new vehicles adapted to the needs of persons with disabilities, the digitalisation of the entire traffic system is necessary in order to improve the availability of information necessary for route planning.

Services related to social and other housing most commonly deal with offering assistance to people in their homes or helping vulnerable individuals or families to acquire housing. Recently more attention has been given to the importance of social housing for the integration of groups under threat by social exclusion, as well as to a solution for the prevention of more expensive and long-term institutional (social and healthcare) care. For many years, the City of Zagreb has ensured the use of council flats for persons with the severest forms of disability who are also social welfare users. Criteria related to disability are awarded additional points at regular calls for social housing or renting.

**Key indicators**

* A total of 142 low-floor trams and 355 low-floor buses are currently in operation.
* Each day, 35 specialised vans transport over 1000 children and adults using wheelchairs.
* A total of 2 650 parking spaces for persons with disabilities have been marked.
* A total of 13 608 disability parking cards have been issued so far.
* A total of 12 160 persons with disabilities use the free annual public transport subscription.
* A total of 1 068 council housing units have been allocated to families including a child or person with the severest form of disability who is also a social welfare user.
* The “Accessible Zagreb” online service has been developed, which includes information on the accessibility of buildings and public areas and a snapshot of accessibility for all City of Zagreb institutions.
* Out of a total of 28 underpasses, 8 are currently being reconstructed/modernised.

1. Social protection, independent living and societal inclusion

Within the scope of City of Zagreb social care, persons with disabilities exercise all the rights exercised by other citizens; aids based on disability are also ensured.

For persons with the severest forms of disability, additional pecuniary assistance for beneficiaries of assistance and care supplement and for personal disability allowance beneficiaries has been ensured, household assistance services have also been ensured, as well as pecuniary aid for persons granted parent caregiver status or caregiver status and counselling centres for persons with disabilities and members of their families.

The City of Zagreb is the founder of three unique social care institutions, which operate according to the open service principle. The Rehabilitation Centre Silver provides training services for blind persons to learn to use the white cane technique, guide dog and rehabilitation dog training, services of therapy dog handler training, canine rehabilitation, sensory integration therapy with a therapy dog, half-day stay services, counselling and assistance and ensures the healthcare and nutrition of dogs in breeding, socialisation and education programmes and user education. The Centre provides accommodation and stay services for the duration of the rehabilitation programmes, as well as health visitors. Programme activities are intended for visually impaired persons, persons with physical, mental or intellectual disabilities and children with disabilities.

“Mali dom – Zagreb” day-care centre for rehabilitation of children and young adults provides transdisciplinary evaluation and counselling services, as well as early intervention and stay (full-day and half-day) for visually impaired children with additional disabilities from birth until 21 years of age. It is the only institution in the Republic of Croatia which carries out rehabilitation programmes for children with such combinations of multiple disabilities. As a necessity of broadening the scope of the programmes to include the area of the entire country has been observed, the main intention of the institution is to become a referral centre in the area of care for children with multiple disabilities. Through its education centre, the institution ensures professional training programmes.

The Centre for community service provision “Novi Jelkovec” provides accommodation / organised housing for 25 persons with the severest form of disability in the form of supported organised housing and early development support.

In order to plan the expansion of existing and the ensuring of additional accommodation capacities for children and adults with disabilities, it is necessary to review the network of existing providers of accommodation and other services in the City of Zagreb which are ensured by state institutions and private and civil organisations. All existing accommodation capacities are intended for citizens throughout the country and are therefore inadequate, especially capacities for the long-term accommodation of persons with physical and mental disabilities and persons on the autism spectrum. There is a lack of full-day and half-day accommodation capacities for these groups.

In the City of Zagreb, accommodation for children and persons with disabilities is provided by a total of nine providers whose overall accommodation capacities can house 381 users. Only one institution founded by the state is intended for persons with mental disabilities, and it accommodates 70 users with different types of disabilities. One association provides organised housing for thirteen users. There is a pressing need to ensure daily accommodation and all other services for this large subgroup within the total population of persons with disabilities. In the City of Zagreb, organised housing is provided by 6 providers for a total of 226 users.

All service providers and competent social welfare centres receive a large number of requests and have significant waiting lists, especially for services relating to early intervention and accommodation of persons with physical disabilities, combined and sensory impairments.

Focussing on the current needs and questions of persons with disabilities and their families, activities planned in the Strategy include a community-based approach to rehabilitation, encompassing a more intense service / support within the family itself, as well as ensuring the appropriate number of services aimed at children with disabilities, assistance for informal caretakers, ensuring accommodation and other capacities (daily stays) for persons with mental (psychosocial) disabilities, the deaf and hard of hearing and persons on the autism spectrum. There is also an insufficient number of foster parents for children with disabilities, a much more acceptable form of accommodation than institutional care.

All City of Zagreb social welfare institutions for persons with disabilities will organise their programmes so as to provide services in the community via mobile teams.

**Key indicators**

* A total of 55 children with disabilities and 505 adults with disabilities qualified for the guaranteed minimum allowance.
* A total of 977 children and 3558 adults qualified for personal disability allowance.
* A total of 895 children and 5788 adults qualified for assistance and care supplement.
* The number of pecuniary assistance users among users of these aids in the City is steadily growing - 12 500 users on average.
* On average, there are 515 household assistance users.
* There are an average of 89 pecuniary assistance users who have been granted parent caregiver status or caregiver status.
* “Mali dom – Zagreb” day-care centre for rehabilitation of children and young adults - number of users steadily growing - 420 users on average.
* The Rehabilitation Centre Silver - number of users steadily growing - 425 users on average.
* The Centre for community service provision “Novi Jelkovec” was opened - 25 organised accommodation users.
* Psychosocial support services are provided by seven providers in the City of Zagreb for 905 children and persons with disabilities.
* Early intervention services for children with disabilities are provided by seven service providers for 351 children.
* Assistance in the inclusion into regular educational programmes (integration) is provided by three state institution with a 226-user capacity.

1. Culture, Sport and Leisure

The many obstacles in the lives of persons with disabilities make it impossible for them to participate in society on an equal basis and exercise their fundamental rights, including those related to culture. The City of Zagreb therefore strives to make cultural spaces and facilities more available to persons with disabilities; each year, the City increases the range of activities adapted to them. Persons with disabilities do not only use cultural services, they also create cultural content.

The City of Zagreb provides professional and pecuniary assistance to art activities and manifestations organised by associations of persons with disabilities and individuals, and co-finances programmes affirming creativity and artistic expression. Access to cultural, popular, sport and recreation facilities is regularly being adapted, and existing spaces and buildings are built and improved by facilities intended for sport and recreational activities, many children’s playgrounds equipped with apparatuses adapted for children with disabilities are being built, many public recreational areas are being adapted.

During the following period, the City of Zagreb will work on creating preconditions for an inclusive and accessible cultural scene and on supporting the artistic independence of persons with disabilities. In the sport and recreation sector, sport and recreational facilities near the places of residence of persons with disabilities will be extended in cooperation with local self-government and district and local committee councils, while the Public Sport Programme will serve as a way of increasing financial resources for ensuring that persons with disabilities practice sport recreationally and professionally.

**Key indicators**

* Co-financed programmes affirming the sport, creative and artistic capacities of persons with disabilities or programmes available for use by persons with disabilities, include an average of 12 000 persons with disabilities per year.

1. Protection against Violence and Participation in the Political Sphere

Over the following period, the City of Zagreb will continue to create preconditions for an environment in which persons with disabilities will be able to participate in the political sphere as equal citizens and promote the participation of persons with disabilities in all forms of public life and all political decision-making processes at the local, regional, national and international levels, as well as in the preparation of all measures and public policies.

In addition, all necessary measures and activities will be undertaken in order to prevent violence and ensure appropriate forms of support and assistance for persons with disabilities, their family members and caretakers.

**Key indicators**

* The organisation of legal advice seminars and workshops for persons with disabilities through associations of persons with disabilities.
* The City of Zagreb’s counselling centres are used by approximately 400 beneficiaries.
* The co-financing of the printing of approximately 14 000 documents, in Braille and audio versions, as well as other documents, brochures and flyers adapted for persons with disabilities.

1. Civil Society, Research and Cooperation

Associations of persons with disabilities have been implementing a number of projects ensuring various services - healthcare, education, social services, legal assistance, etc.

Having recognised the importance of civil society associations as good partners, whose activities greatly complement the activities of state institutions, the City of Zagreb has, over the years, established excellent cooperation and partner relations with associations operating in the City. Cooperation and partner relations are most clearly reflected in the many projects, programmes and activities co-financed from the City of Zagreb Budget, but also in the various joint actions and manifestations held in the city with a view to improving the quality of life of the citizens of our city.

In 2020, a call for grants for three-year programmes for associations in the areas of social and humanitarian relevance for the improvement of the quality of life of persons with disabilities was published for the first time to ensure continuous funding for programmes providing extra-institutional services.

Over the following period, the City of Zagreb will continue to work on providing support for civil society associations in order to ensure the continuity of programme actions and the services they provide, as well as support for application and implementation of EU programmes.

**Key indicators**

* Since 2016 until today, 1 114 programmes / projects of persons with disabilities have been funded, on average 186 per year.
* As part of the tender for three-year programmes for associations in areas of social and humanitarian importance to the improvement of the quality of life of persons with disabilities, 6 associations are carrying out 7 programmes.

1. Emergencies, humanitarian crises and disasters

In cooperation with the Croatian Union of Associations of Persons with Disabilities (SOIH), the City of Zagreb has created a Guide for assisting persons with disabilities in emergencies, crises and disasters intended for emergency service employees, members of the operative forces of the civil protections system and persons tasked with crisis management. The Guide contains information and instructions regarding specific features of persons with disabilities while assessing crises and preventing risk and on the preparation for crises and action in situations of crisis. It also contains general guidelines for providing support to persons with disabilities in situations of crisis, also encompassing mutual knowledge of high alert situations, the alarm system, the provision of assistance and evacuations. The Guide will be used for drafting protocols and emergency plans for crises.

The Strategy will pay special attention to increasing the resilience and protection of persons with disabilities in emergency conditions and disasters, in the sense of measures and activities related to preparation and action in crisis situations and helping those struck by tragedy in their recovery.

1. Strategic areas, goals and measures of the Strategy

The City of Zagreb Strategy of Equalisation of Opportunities for Persons with Disabilities in the period from 2022 to 2025 encompasses 8 (eight) strategic areas and 13 (thirteen) strategic goals with activities, approximate implementation deadlines and implementation indicators.

Ensuring horizontal and vertical coordination of competent bodies and activities of the strategic areas is vital for the successful implementation of the Strategy. Having regard to a lack of decentralisation, the City of Zagreb must cooperate more intensely with the competent ministries in various areas, but also advocate the decentralisation process more strongly.

After the adoption of the Strategy, a Commission for Persons with Disabilities in the City of Zagreb will be formed (hereinafter referred to as: the Commission), which, in cooperation with the City Office for Social Protection, Health, War Veterans and People with Disabilities, will coordinate the realisation of measures and activities and encourage and monitor their implementation.

The Strategy names City administrative bodies as competent bodies which will include institutions, companies and organisations whose scope of activity might contribute to the improvement of the quality of life of children and adults with disabilities.

7.1. Strategic area: Education and employment

STRATEGIC GOAL I.

*Increasing the amount of children and adults with disabilities covered by inclusive education*

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| **Measure 1** | **Ensuring inclusive education of children and persons with disabilities** | |
| **Purpose** | | |
| Ensuring conditions for the inclusive education of children with disabilities through measures aimed at providing support to pupils and forming and educating professional teams. | | |
| **Activities** | | 1. Creating and adopting the Action Plan for improving the support system for the inclusive education of children with disabilities in the City of Zagreb 2. Ensuring inclusion in the regular pre-school, primary and secondary education system for children with disabilities 3. Ensuring the formation of professional teams in day-care centres in order to include children with disabilities 4. Ensuring support for assistants for pupils with disabilities, professional communication intermediaries and other forms of support for pupils with disabilities 5. Carrying out systematic education of teachers / kindergarten teachers / expert associates for inclusive education in all City of Zagreb educational institutions |

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| **Measure 1** | **Ensuring inclusive education of children and persons with disabilities** | |
|  | | 1. Ensuring adapted textbooks and worksheets, assistive technologies, additional didactic equipment and special didactic resources for all City of Zagreb educational institutions 2. Developing analytical foundations for monitoring the mobility of children with disabilities during the entire educational process (a systematic plan of investing in the preconditions of their successful inclusion and mobility in the educational process) 3. Improving conditions for the implementation of educational activities in healthcare institutions (the hospital school and day-care programmes) |
| **Implementation deadlines** | | Activity 1 - 2022 and 2023  Activities 2 to 6 - continuously from 2023  Activity 7 - 2023, then continuously  Activity 8 - continuously |
| **Implementation indicators** | | 1 Created and adopted Action Plan |
| 2.1 Number of children with disabilities enrolled in preschool and primary and secondary education institutions |
| 2.2 Number of children enrolled in comparison with the previous year |
| 2.3 Number of children with disabilities whose enrolment in school was deferred / not approved |
| 3 Number of expert teams in day-care centres in which children with disabilities have been integrated |
| 4.1 Number of assistants for pupils with disabilities / number of children |
| 4.2 Number of professional communication intermediaries / number of children |
| 5 Number of trainings conducted / number of participants |
| 6 Amount of equipment purchased |
| 7 Analytical background developed |
| 8 Number of educational activities / number of children participating in educational activities at healthcare institutions |
| **Competent bodies** | | City Office for Education, Sport and Youth  City Office for Social Protection, Health, War Veterans and People with Disabilities |

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| **Measure 2** | **Increasing the amount of pupils with disabilities in secondary schools, preventing premature school-leaving and improving the availability of higher education** | |
| **Purpose** | | |
| To improve the availability of secondary and higher education for pupils with disabilities and prevent premature school-leaving by ensuring adequate support and active career-planning at the end of their educational process in order to facilitate good integration into the labour market. | | |
| **Activities** | | 1. Providing professional and material support to programmes and projects promoting working with pupils who do not pursue further education. 2. Awarding scholarships to pupils and university students with disabilities. 3. Ensuring a support, information and counselling system to facilitate entry into the labour market. 4. Developing a monitoring system for the effects of scholarship schemes |

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| **Measure 2** | **Increasing the amount of pupils with disabilities in secondary schools, preventing premature school-leaving and improving the availability of higher education** | |
| **Implementation deadlines** | | Activities 1 - 3, continuously  Activity 4 – 2023, then continuously |
| **Implementation indicators** | | 1 Number of programmes and projects supported |
| 2 Number of scholarships awarded / total amount of scholarship funding |
| 3 Number of participants |
| 4 Monitoring system for the effects of scholarship schemes developed, pilot analysis conducted |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities City Office for Education, Sport and Youth |

STRATEGIC GOAL II.

*Increasing the rate of employment of persons with disabilities*

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| **Measure 1** | **Preparing persons with disabilities for lifelong learning and employment** | |
| **Purpose** | | |
| To increase support for all projects, programmes and activities related to preparing persons with disabilities for employment, acquire skills relevant for employment and professional rehabilitation through partner cooperation with associations of persons with disabilities and educational and rehabilitation institutions. | | |
| **Activities** | | 1. Systematically promoting programmes aimed at preparing persons with disabilities for the labour market and employment 2. Systematically promoting lifelong learning programmes and trainings aimed at strengthening skills relevant for the employment and self-employment of persons with disabilities. |
| **Implementation deadlines** | | Activities 1 - 2 continuously |
| **Result indicators** | | 1. Number and type of programmes promoted |
| 2. Number of programmes implemented |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for Economy, Environmental Sustainability and Strategic Planning  City Office for Education, Sport and Youth |

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| **Measure 2** | **Carrying out an active employment policy and introducing various modalities of employment of persons with disabilities** | |
| **Purpose** | | |
| To increase the employment rate of persons with disabilities in the City of Zagreb through various employment modalities | | |
| **Activities** | | 1. Providing professional, organisational and material support to projects for the employment of persons with disabilities within the social and circular economy 2. Organising the work of an innovative self-employment and social entrepreneurship of persons with disabilities incubator |
| **Measure 2** | **Carrying out an active employment policy and introducing various modalities of employment of persons with disabilities** | |
|  | | 1. Systematically implementing campaigns aimed at raising awareness about the employability of persons with disabilities among employers 2. Organising annual informative meetings of final-year secondary school pupils with disabilities with employers 3. Developing a monitoring system for the effects of the measures   Promoting systematic solutions for using workplace assistants for persons with disabilities |
| **Implementation deadlines** | | Activity 1 - continuously from 2023  Activity 2.1 - Preparatory organisational activities - 2003  Activity 2.2 - Beginning of incubator activity - mid-2024  Activity 3 - beginning of 2023, then continuously |

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| **Result indicators** | 1 Number of projects supported |
| 2.1 Organisational activities implemented |
| 2.2 Incubator for self-employment and social entrepreneurship created |
| 3 Number of campaigns implemented, number of employees included |
| 4 Number of meetings held / number of pupils, number of employees |
| 5 Monitoring system for effects developed and pilot analysis conducted |
| 6 Number of initiatives, proposals, organised events |
| **Competent bodies** | City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for Economy, Environmental Sustainability and Strategic Planning  City Administration Professional Service  Zagrebački holding d.o.o. |

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| **Measure 3** | **Sheltered employment of persons with disabilities** | |
| **Purpose** | | |
| To ensure the right of persons with disabilities who cannot find employment on the open labour market or who need greater support in the process of employment to sheltered employment | | |
| **Activities** | | 1. Ensuring financial support for the employment of persons with disabilities in sheltered workshops and social enterprises 2. Developing a monitoring system for the effects of sheltered employment and employment in social enterprises 3. Building the URIHO complex in Kajzerica (multifunctional gym for persons with disabilities, education centre - home for persons with disabilities, united operational complex) |
| **Implementation deadlines** | | Activities 1 - 2, continuously each year  Activity 2 - continuously from 2023  Activity 3 - up to 2025 |
| **Result indicators** | | 1 Tenders conducted, number of awarded financial resources |
| 2 Monitoring system for effects developed and pilot analysis conducted |
| 3 Applications submitted to EU tenders, complex built |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for Economy, Environmental Sustainability and Strategic Planning  The Mayor's Office |

7.2 Strategic area: Health care and rehabilitation

STRATEGIC GOAL III.

*Improving the healthcare and rehabilitation system for children and adults*

*with disabilities*

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| **Measure 1** | **Carrying out preventative programmes in order to prevent severe health damage according to the specific needs of persons with disabilities, children with disabilities, women with disabilities and disabled Homeland War veterans** | |
| **Purpose** | | |
| To improve the health of persons with disabilities, the reproductive and sexual health of women with disabilities, take preventative action in order to prevent severe damage to the health of children and adults with disabilities | | |
| **Activities** | | 1. Organising and developing a network of healthcare providers providing early intervention services for children with developmental risks and neurological risks, as well as developmental difficulties 2. Organising preventative check-ups form persons with disabilities (mammograms, heart check-ups, preventative prostate examinations, preventative colon cancer screenings etc.) 3. Ensuring access to sexual and reproductive health services for girls and women with disabilities 4. Ensuring trainings for persons with disabilities on the importance of adopting healthy habits and recognising risk factors and on prevention, early diagnosis and treatment of disease (chronic non-contagious diseases) and addiction (drugs, alcohol, medication overuse etc.) 5. Organising controls screening for deteriorations in the cognitive functions of children with disabilities 6. Organising medical rehabilitation and preventative physical exams for City of Zagreb disabled Homeland War veterans 7. Carrying out preventative programmes for Homeland War veterans and their family members |
| **Implementation deadlines** | | Activity 1 - continuously  Activity 2.1 - Mammograms and cardiac check-ups - 2022 and 2024  Activity 2.2 - Preventative prostate examinations - 2023  Activity 2.3 - Preventative colon cancer screenings - 2024  Activity 3 - continuously  Activities 3 - 7 - continuously |
| **Result indicators** | | 1. Network of early intervention services established |
| 1. Number of check-ups conducted / number of persons participating in each type of check-up |
| 3 Number of services provided / number of persons included |
| 4 Number of trainings conducted / number of training participants |
| 1. Number of controls / number of persons with disabilities |
| 1. Number of check-ups conducted / number of persons included |
| 1. Number of conducted preventative check-ups / number of persons |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities |

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| **Measure 2** | **Increasing the availability of healthcare services and programs for persons with disabilities** | |
| **Purpose** | | |
| To remove financial barriers in all City of Zagreb financial institutions, ensure proper equipment and healthcare services for persons with disabilities, strengthen horizontal and vertical coordination in order to determine priorities | | |
| **Activities** | | 1. Purchasing equipment and medical diagnostic devices in City of Zagreb healthcare institutions in order to ensure the availability of healthcare services for persons with disabilities 2. Ensuring support for implementing home care procedures, physical and other therapy beyond the prescribed standards 3. Conducting continuous trainings of healthcare workers on the specific features of disabilities, on communication and the right approach to persons with disabilities |
| **Implementation deadlines** | | Activity 1 - continuously, when necessary  Activity 2 - continuously from the end of 2023  Activities 3 and 4 - continuously from 2023  Other activities - continuously |
| **Result indicators** | | 1.1 Equipment and diagnostic devices purchased |
| 1.2 Type and amount of purchased equipment |
| 2 Support secured, number of users |
| 3.1 Number of trainings conducted |
| 3.2 Number of participants |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities |

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| **Measure 3** | **Ensuring mental health protection for persons with disabilities and their families and addiction prevention** |
| **Purpose** | |
| To ensure accessible and all-encompassing mental health protection and addiction prevention for persons with disabilities | |
| **Activities** | 1. Carrying out systematic prevention of alcohol and psychoactive drug addiction for persons with disabilities 2. Carrying out systematic prevention of addiction in family members / informal caretakers of persons with disabilities 3. Carrying out prevention of burn-out in family members / informal caretakers of persons with disabilities 4. Early detection of mental health issues and addiction in persons with disabilities and intervention 5. Early detection and intervention for family members / informal caretakers of persons with disabilities 6. Establishing an outpatient community psychiatric care system for persons with mental disabilities 7. Creating mental health protection programmes for persons with disabilities 8. Conducting research on the position and quality of life of persons with mental disabilities and creating guidelines for the improvement of their quality of life |
| **Measure 3** | **Ensuring mental health protection for persons with disabilities and their families and addiction prevention** |
| **Implementation deadlines** | Activities 1 to 8 - continuously  Activity 3 - continuously from 2023 |
| **Result indicators** | 1 Number of trainings (lectures, workshops, forums), number of participants |
| 2 Number of trainings, number of participants |
| 3 Number of trainings, number of participants |
|  | 4 Number of check-ups conducted, number of persons participating in check-ups |
| 5 Number of check-ups conducted, number of family members / informal caretakers |
| 6 Established outpatient psychiatry system |
| 7 Mental health protection programme created |
| 8 Research conducted and guidelines created |
| **Competent bodies** | City Office for Social Protection, Health, War Veterans and People with Disabilities |

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| **Measure 4** | **Ensuring dental protection of persons with disabilities** | |
| **Purpose** | | |
| To ensure accessible and all-encompassing dental protection for children and adults with disabilities | | |
| **Activities** | | 1. Carrying out systematic dental protection of children, adults and elderly persons with disabilities 2. Ensuring additional adapted equipment and specialised treatments 3. Organising regular annual preventative dental examinations for children and adults with disabilities |
| **Implementation deadlines** | | Activities 1 and 3 - continuously  Activity 2 - continuously from 2024 |
| **Result indicators** | | 1.1 Number of dental services provided |
| 1.2 Number of persons with disabilities |
| 1.3 Number of children with disabilities |
| 2.1 Amount of equipment ensured, type of equipment |
| 2.2 Number of specialised treatments ensured |
| 3.1 Number of check-ups organised |
| 3.2 Number of persons with disabilities |
| 3.3 Number of children with disabilities |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities |

7.3 Strategic area: Social protection, independent living and societal inclusion

STRATEGIC GOAL IV.

*Establishing an early intervention network and expanding protection services for persons with disabilities*

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| **Measure 1** | **Developing a network of early intervention service providers for children with developmental risks, neurological risks and developmental difficulties** | |
| **Purpose** | | |
| To develop a network of screening, early development and early diagnosis service providers and include children with developmental risks and neurological risks and children with disabilities in early intervention programmes at the earliest possible age, providing support and counselling for | | |
| **Measure 1** | **Developing a network of early intervention service providers for children with developmental risks, neurological risks and developmental difficulties** | |
| parents / caretakers | | |
| **Activities** | | 1. Establishing a framework and protocol for screening, early diagnosis and early intervention for children with developmental risks and neurological risks and children with disabilities 2. Ensuring the availability of information on early intervention programmes and services for children with disabilities 3. Increasing the number of mobile teams providing early intervention services 4. Ensuring the work of counselling centres for parents of children with developmental and neurological risks and children with disabilities |

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| **Implementation deadlines** | Activities 1 and 3 – 2023  Activities 2 and 4 - continuously |
| **Result indicators** | 1 Adopted framework and protocol |
| 2 Availability of information ensured |
| 3 Number of mobile teams / number of mobile teams compared to the previous year |
| 4 Work of counselling centres ensured |
| **Competent bodies** | City Office for Social Protection, Health, War Veterans and People with Disabilities |

STRATEGIC GOAL V.

*Deinstitutionalisation and prevention of institutionalisation and ensuring capacities for long-term care for children and adults with disabilities*

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| **Measure 1** | **Ensuring a system of preparation for leaving institutional care and developing services to facilitate the transition from institutional care to an extra-institutional, community-based way of life** | |
| **Purpose** | | |
| To develop a sustainable network of community services for the transition from institutional to extra-institutional forms of accommodation. To strengthen psychosocial support in the community, increase the number of daily care centres, promote household assistance services and other extra-institutional services necessary for the prevention of further institutionalisation of children and adults with disabilities | | |
| **Activities** | | 1. Mapping existing social services for children and adults with disabilities 2. Developing existing and new services within the scope of City institutions providing services for children and adults with disabilities in the City of Zagreb (institutions in the social welfare, healthcare and education system) 3. Developing networks of mobile teams for the provision of comprehensive support and interdisciplinary services in the community 4. Establishing and ensuring the operation of a daily care centre for persons with psychosocial difficulties 5. Establishing and ensuring the operation of a rehabilitation centre for the deaf and the hard of hearing 6. Ensuring conditions for the complete rehabilitation and social inclusion of persons on the autism spectrum |
| **Measure 1** | **Ensuring a system of preparation for leaving institutional care and developing services to facilitate the transition from institutional care to an extra-institutional, community-based way of life** | |
|  | | 1. Organising training sessions in order to promote specialised foster care of children with disabilities 2. Ensuring recreational and therapeutic programmes for children and adults with disabilities |
| **Implementation deadlines** | | Activity 1 - 2022  Activity 2 - continuously  Activity 3 - continuously from 2023  Activity 4.1 Creating physical and organisational conditions - 2023  Activity 4.2 Daily care centre in operation - 2024  Activity 5.1 Creating physical and organisational conditions - 2023  Activity 5.2 Beginning of operation - the end of 2025  Activity 6.1 Improving the status, professional and organisational conditions of the Autism Centre - continuously from 2022  Activity 6.2 Ensuring physical and professional capacities for the provision of social services for persons on the autism spectrum within the social welfare system - beginning of  2024, then continuously |
| Activity 7 - mid-2023, then continuously  Activity 8 - continuously |
| **Result indicators** | | 1 Services mapped |
| 2 Type of service, number of users |
| 3 Mobile team network established, number of experts, number of users |
| 4.1 Premises and equipment ensured |
| 4.2 Daily care centre for persons with mental disabilities established |
| 5.1 Application submitted to EU tender, space and equipment refurbished |
| 5.2 Rehabilitation centre for the deaf and the hard of hearing established |
| 6 Alignment of the Autism Centre’s by-laws with the new regulations on the provision of social services |
| 7.1 Number of trainings conducted |
| 7.2 Number of training participants |
| 8 Number of recreational and therapeutic programmes, number of users |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities |

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| **Measure 2** | **Empowering parents with disabilities and informal caretakers (families taking care of children and adults with disabilities)** | |
| **Purpose** | | |
| To ensure appropriate support for parents with disabilities, informal caretakers and families of children and adults with disabilities | | |
| **Activities** | | 1. Exploring the needs of parents with disabilities and planning appropriate support services 2. Conducting a comprehensive analysis of the informal care of children and adults with disabilities 3. Developing a plan for providing appropriate support to informal caretakers 4. Ensuring conditions for providing temporary / occasional accommodation for children with disabilities for the duration of parental / caretaker leave |
| **Implementation deadlines** | | Activity 1 - 2023  Activity 2 - the end of 2023  Activity 3 - the end of 2023  Activity 4 - mid-2024 |

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| **Result indicators** | 1 Need for and availability of support and assistance services for parents with disabilities determined, Support Plan developed |
| 2 Comprehensive analysis conducted |
| 3 Support Plan developed |
| 4 Number of services provided, number of service users |
| **Competent bodies** | City Office for Social Protection, Health, War Veterans and People with Disabilities |

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| **Measure 3** | **Increasing long-term care capacities for persons with severe forms of disability** | |
| **Purpose** | | |
| To ensure new capacities for long-term care for persons with disabilities who cannot be cared for by their families of via extra-institutional services and need 24-hour comprehensive care. These services can also be provided in users’ homes. | | |
| **Activities** | | 1. Analysing the need for long-term care services 2. Creating a plan for the expansion of long-term care services 3. Ensuring the availability of services providing appropriate forms of care in different City of Zagreb locations and in users’ homes 4. Organising the provision of personal assistance services |
| **Implementation deadlines** | | Activities 1 and 2 - 2023  Activity 3 - continuously from 2024  Activity 4.1 Determining needs and proposing service organisation - end of 2023 / beginning of 2024  Activity 4.2 Creation of an Employment Plan (creation of selection criteria, tenders, service provision - end)  Activity - 2024 / beginning of 2025 |
| **Result indicators** | | 1 Analysis conducted according to number of users, types of services and locality |
| 2 Created service expansion Plan |
| 3 Number of providers by location, number of users, number of services provided |
| **Measure 3** | **Increasing long-term care capacities for persons with severe forms of disability** | |
|  | | 4.1 Needs determined and service organisation Plan created |
|  | | 4.2 Plan for the employment of personal assistants created |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for Reconstruction, Development, Physical Planning, Construction, Utility Services and Transport |

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| **Measure 4** | **Increasing the availability of information, content and assistive technologies in order to improve independence and the quality of life of persons with disabilities** | |
| **Purpose** | | |
| To ensure available communication channels for the content and assistive technologies | | |
| **Activities** | | 1. Ensuring the implementation of educational programmes on assistive technologies for persons with disabilities 2. Stimulating creativity in the area of assistive technology and local distribution |
| **Implementation deadlines** | | Activities 1 - 2 - continuously |
| **Result indicators** | | 1.1 Number of educational programmes implemented |
| 1.2 Number of programme participants |
| 2 Innovative assistive technologies implemented |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  The Mayor's Office  City Office for Culture, Intercity and International Cooperation and Civil Society  Information System and Technical Tasks Service |

STRATEGIC GOAL VI

The prevention and mitigation of the consequences of poverty on persons with disabilities

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| **Measure 1** | **Ensuring and improving rights and services for persons with disabilities** | |
| **Purpose** | | |
| To ensure adequate allowances and services for persons with disabilities, especially those living in risk of poverty | | |
| **Activities** | | 1. Ensuring existing rights and services 2. Planning and conducting research on poverty in and social exclusion of persons with disabilities 3. Establishing the continuous monitoring of the indicators of poverty and social exclusion of persons with disabilities in the City of Zagreb 4. Ensuring new rights and services according to research results |
| **Implementation deadlines** | | Activity 1 - continuously  Activity 2 - from 2023  Activity 3 - continuously from 2023  Activity 4 - from 2024 |
| **Measure 1** | **Ensuring and improving rights and services for persons with disabilities** | |
| **Result indicators** | | 1.1 Number of services provided |
| 1.2 Number of users |
| 2 Research plan prepared, research conducted |
| 3 System for monitoring poverty and social exclusion indicators established |
| 4 Number of new rights and services, number of users |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities |

7.4 Strategic area: Housing, mobility and accessibility

STRATEGIC GOAL VII.

Improving the accessibility of the built environment, services and transport

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| **Measure 1** | **Recording the accessibility levels of public buildings, educating and ensuring the accessibility of buildings and public areas** | |
| **Purpose** | | |
| The creation of an inclusive city is dependent on ensuring accessibility and applying the universal design principle Based on the recorded accessibility levels of existing buildings, above all public and business buildings, over the following period a database of all City facilities according to their accessibilities will be set up for adaptation planning purposes | | |
| **Activities** | | 1. Developing the “Accessible Zagreb” service and improving its content 2. Developing the database of City facilities according to accessibility and improving its content 3. Ensuring the accessibility of public buildings, in accordance with the Plan and priorities for ensuring accessibility 4. Systematic education of City of Zagreb public service employees and employees of institutions participating in the process of planning and implementing space and municipal infrastructure on universal design and reasonable adaptation |
| **Implementation deadlines** | | Activity 1 - continuously  Activity 2 - 2022, then continuously  Activities 3 and 4 - continuously |
| **Result indicators** | | 1 New features and functions developed |
| 2 Number of buildings in the base / compared to the previous year |
| 3 Number of buildings whose accessibility is ensured / compared to the previous year |
| 4.1 Number of conducted trainings |
| 4.2 Number of participants |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for Culture, Intercity and International Cooperation and Civil Society  City Office for Reconstruction, Development, Physical Planning, Construction, Utility Services and Transport  Zagrebački holding d.o.o. |

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| **Measure 2** | **Improving the accessibility of public transport and ensuring specialised transport for children and adults with disabilities** | |
| **Purpose** | | |
| To increase the mobility of persons with disabilities, traffic safety, accessibility and frequency of usage of public transport by persons with disabilities, as well as to ensure additional capacities of vans specially adapted for persons with disabilities | | |
| **Activities** | | 1. Mapping tram and bus stops based on accessibility 2. Creating a Priority Plan for the adaptation of tram and bus stops based on frequency of use and proximity to key institutions criteria 3. Adapting tram and bus stops 4. Improving the public transport system for persons with disabilities 5. Improving the specialised transport of children and adults with disabilities system 6. Organising trainings for providers of transportation services on the specific features of disability and proper communication with persons with disabilities 7. Carrying out activities aimed at improving traffic safety for children and adults with disabilities 8. Ensuring transport for specific groups 9. Ensuring the accessibility of vehicles belonging to healthcare, social and educational institutions |
| **Implementation deadlines** | | Activity 1 - 2022/2023  Activity 2 - 2023  Activity 3 - end of 2023, then continuously  Activities 4 - 7 - continuously  Activity 8 - from 2024  Activity 9 - continuously |
| **Result indicators** | | 1 Stops mapped, number of bus stops / number of tram stops |
| 2 Priority Plan developed |
| 3.1 Number of tram stops adapted, locations |
| 3.2 Number of bus stops adapted, locations |
| 4 Number of ramps installed in existing low-floor trams, external sound warning system installed, number of new low-floor trams purchased |
| 5.1 Number of new vehicles adapted for adults with disabilities purchased |
| 5.2 Number of new vehicles adapted for children with disabilities purchased |
| 6 Number of trainings, number of training participants |
| 7 Number and type of activities carried out |
| 8 Number of new users, number of vehicles, number of rides |
| 9 Number of accessible vehicles, number and type of institutions |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for Reconstruction, Development, Physical Planning, Construction, Utility Services and Transport  City Office for Economy, Environmental Sustainability and Strategic Planning  Zagrebački holding d.o.o. |

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| **Measure 3** | **Improving traffic infrastructure and the environment** | |
| **Purpose** | | |
| To ensure and regularly maintain parking spaces, traffic lights, pedestrian crossings, traffic islands and intersections and adapt them to the needs of persons with disabilities in accordance with universal design principles and their needs | | |
| **Activities** | | 1. Creating a Priority Plan for the adaptation and maintenance of public pedestrian areas, traffic lights, pedestrian crossings, traffic islands and intersections with regard to frequency of use and other relevant criteria (proximity of institutions etc.) 2. Ensuring the adaptation of underpasses 3. Installing sound signalling devices at intersections 4. Installing tactile surfaces (guidelines and warning lines) 5. Kerb dropping during road reconstruction and construction 6. Increasing the accessibility of green areas, recreation parks and public gathering spaces for citizens, as well as ensuring the walkability of and connections between footpaths and pavements |
| **Implementation deadlines** | | Activity 1 – 2023  Activity 2.1 Finishing the already begun adaptation - by the end of 2023  Activity 2.2 Finishing the adaptation of underpasses for which projects have been created  Activity 2.3 Submitting the remaining projects and adjustments for EU funding - upon publication of the tender  Activity 3 - continuously, according to the Priority Plan  Activity 4 - continuously, according to the Priority Plan  Activity 5 - continuously, during any reconstruction work  Activity 6 - continuously |
| **Result indicators** | | 1 Priority Plan developed |
| 2.1 Number of underpasses adapted (lifts / slanted hoistable platforms installed) |
| 2.2 Number of underpasses adapted according to projects created |
| 2.3 Number of projects created, number of project application submitted |
| 3 Number of sound signalling devices installed, according to location |
| 4 Number of tactile surfaces installed, according to location |
| 5 Number of kerbstones dropped |
| 6 Number of public areas adapted, type and purpose of adaptation |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for Reconstruction, Development, Physical Planning, Construction, Utility Services and Transport  City Office for Economy, Environmental Sustainability and Strategic Planning  Zagrebački holding d.o.o. |

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| **Measure 4** | **Improving the accessibility of tourist services and products** | |
| **Purpose** | | |
| To encourage providers of tourist and culture services to develop parts of their offers so as to widen the scope of inclusive content and provide information on the accessibility of tourist attractions, buildings, tourist services and products for persons with disabilities | | |
| **Activities** | | 1. Ensuring the availability of information on the accessibility of tourist attractions, buildings, services and products for persons with disabilities |
| **Measure 4** | **Improving the accessibility of tourist services and products** | |
|  | | 1. Improving the inclusive tourist offer of services and products 2. Ensuring the accessibility of vehicles used for tourism purposes |
| **Implementation deadlines** | | Activities 1 and 2 - continuously  Activity 3 - continuously from 2023 |
| **Result indicators** | | 1 Information ensured through “Accessible Zagreb”, number of public announcements |
| 2 Number of tourist offers of services and products improved |
| 3 Number of accessible vehicles |
| **Competent bodies** | | City Office for Economy, Environmental Sustainability and Strategic Planning  City Office for Reconstruction, Development, Physical Planning, Construction, Utility Services and Transport |

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| **Measure 5** | **Improving housing quality and planning the availability of additional housing capacities for persons with disabilities and investing into public (social) housing** | |
| **Purpose** | | |
| To increase the quality of the existing housing stock owned by the City of Zagreb and the availability of social housing by building new social housing to be leased to persons with disabilities who cannot satisfy their need for housing on the free housing market or are unable to cope with high living and adjustment costs | | |
| **Activities** | | 1. Creating a Plan for the improvement of living conditions in terms of accessibility and energy efficiency 2. Active participation in processes of improvement of regulations on increasing building accessibility 3. Leasing flats to persons with disabilities 4. Amending City decisions regulating housing 5. Leasing flats to groups of persons with disabilities |
| **Implementation deadlines** | | Activity 1 - 2023  Activity 4 - 2023  Activity 5 - from 2024  Other activities - continuously |
| **Result indicators** | | 1 Plan and analysis developed |
| 2 Number and type of participation activities, number of proposals and initiatives sent |
| 3 Number of flats allocated |
| 4 Decision amended |
| 5 Number of flats for group lease allocated |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for Economy, Environmental Sustainability and Strategic Planning  City Office for Reconstruction, Development, Physical Planning, Construction, Utility Services and Transport  Zagrebački holding d.o.o. |

STRATEGIC GOAL VIII.

Increasing the digital accessibility of public services

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| **Measure 1** | **Improving the digital accessibility of services and information and communication technology** | |
| **Purpose** | | |
| Digital accessibility is a precondition for the equal participation of all citizens, and it contributes  to a smart, sustainable and inclusive city and society as a whole. During the process of digitalising public  services, it is necessary to respect the principles of accessibility in order to make all digital content available  to persons with disabilities, no matter what type of disability they may have. | | |
| **Activities** | | 1. Preparing a thorough assessment of the accessibility of all City Administrations means of communication, including an adaptation proposal, in accordance with accessibility standards 2. Ensuring the accessibility of websites and apps owned by the City Administration, institutions and companies owned by the City of Zagreb 3. Encouraging the adaptation of local electronic media programmes for persons with sensory difficulties (visual and hearing impairment) 4. Improving the digital public transport system (schedules, announcements) |
| **Implementation deadlines** | | Activity 1 - 2023  Activity 2 - 3 - continuously  Activity 4 - 2023, then continuously |
| **Result indicators** | | 1 Analysis and proposal for the mode and type of adaptation created |
| 2 Number of apps and websites adapted |
| 3 Number and type of informed initiatives, campaigns supported, etc. |
| 4 Digitalised transport schedules, announcements, etc. |
| **Competent bodies** | | The Mayor's Office  Information System and Technical Tasks Service  City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for Economy, Environmental Sustainability and Strategic Planning |

7.5 Strategic area: Culture, sport and leisure

STRATEGIC GOAL IX.

Improving the availability of public life content

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| **Measure 1** | **Improving the availability of inclusive culture programmes aimed at the general public and programmes affirming the creative and artistic abilities of persons with disabilities** | |
| **Purpose** | | |
| To broaden the areas of the cultural and tourist offer of the City of Zagreb in which persons with disabilities can participate | | |
| **Activities** | | 1. Ensuring professional, material and organisational support for culture programmes and projects intended for the general public which establish inclusive cultural programmes |
| **Measure 1** | **Improving the availability of inclusive culture programmes aimed at the general public and programmes affirming the creative and artistic abilities of persons with disabilities** | |
|  | | 1. Providing professional, material and organisational support to projects and programmes of associations and institutions which affirm the creative and artistic abilities of persons with disabilities in amateur or professional capacities 2. Providing professional, material and organisational support to projects and programmes of associations and institutions for technical culture programmes for persons with disabilities |
| **Implementation deadlines** | | Activities 1 - 3 - continuously |

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| **Result indicators** | 1 Number of inclusive programmes and projects conducted, number of users involved |
| 2 Number of programmes and projects conducted, number of users involved |
| 3 Number of inclusive programmes and projects, number of users involved |
| **Competent bodies** | City Office for Education, Sport and Youth  City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for Culture, Intercity and International Cooperation and Civil Society  The Mayor's Office |

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| **Measure 2** | **Increasing the availability of cultural and educational content to persons with sensory difficulties** | |
| **Purpose** | | |
| To adapt cultural and educational content and programmes to persons with sensory difficulties | | |
| **Activities** | | 1. Ensuring closed captioning and translation to Croatian Sign Language and subtitling movies and theatre shows 2. Ensuring the accessibility of public manifestations, museum exhibitions and other cultural content for persons with sensory difficulties 3. Purchasing library material adapted to the needs of blind persons (audiobooks) |
| **Implementation deadlines** | | Activities 1 - 3 - continuously |
| **Result indicators** | | 1 Number of movie screenings / theatre shows adapted |
| 2 Number of accessible manifestations, museum and other cultural content, number of users |
| 3 Adapted library material purchased / type and amount |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for Culture, Intercity and International Cooperation and Civil Society  The Mayor's Office |

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| **Measure 3** | **Increasing the participation of children and adults with disabilities in sport activities and recreation** | |
| **Purpose** | | |
| To ensure the participation of children and adults with disabilities in sport activities and recreation and sport manifestations at the same frequency as other citizens | | |
| **Activities** | | 1. Ensuring professional, material and organisational support for sport programmes and projects aiming to include children with disabilities 2. Ensuring sport and recreational content for children and persons with disabilities near their places of residence 3. Ensuring support for the development of outstanding athletes with disabilities 4. Ensuring closed captioning and other adaptations of broadcasts of sport events |
| **Implementation deadlines** | | Activities 1 - 4 - continuously |

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| **Result indicators** | 1.1 Number of programmes and projects supported |
| 1.2 Number of participating children |
| 2 Amount of accessible sport and recreational content |
| 3 Number and type of outstanding sport programmes supported, number of outstanding athletes |
| 4 Number and type of adapted events and broadcasts |
| **Competent bodies** | City Office for Education, Sport and Youth  City Office for Social Protection, Health, War Veterans and People with Disabilities  The Mayor's Office |

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| **Measure 4** | **Constructing and equipping children’s playgrounds and arranging walking paths in accordance with the universal design principle** | |
| **Purpose** | | |
| To make spaces for play and recreation as available to children and adults with disabilities to the same extent as to other children and citizens | | |
| **Activities** | | Systematically building and equipping children’s playgrounds and walking paths accessible to children and adults with disabilities in all City districts |
| **Implementation deadlines** | | Continuously |
| **Result indicators** | | Number of newly-built / equipped accessible children’s playgrounds / walking paths |
| **Competent bodies** | | City Office for the Local Self-Administration, Civil Protection and Safety  City Office for Social Protection, Health, War Veterans and People with Disabilities |

7.6 Strategic area: Protection against Violence and Participation in the Political Sphere

STRATEGIC GOAL X.

Preventing violence against children and adults with disabilities and protecting them from all types of violence

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| **Measure 1** | Ensuring the protection of victims of violence with disabilities | |
| **Purpose** | | |
| To ensure measures tailored for disabled victims of violence regardless of type and degree of disability | | |
| **Activities** | | 1. Monitoring data on victims of violence with disabilities according to sex, age and type of disability 2. Ensuring accommodation and professional, organisational and technical help for disabled victims of violence 3. Ensuring the availability of information, interpreters and communication intermediaries to disabled victims of violence in the process of ensuring their rights in City of Zagreb systems 4. Empowering persons with disabilities to report violence to competent institutions |

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| **Implementation deadlines** | Activity 1 - 4 - continuously |
| **Result indicators** | 1 Collected and processed data |
| 2.1 Amount in relation to accommodation capacities, number of accommodation service users |
| 2.2 Number of support service users |
| 3 Information / interpreters / communication intermediaries ensured |
| 4.1 Number of workshops / trainings / support groups, public announcements |
| 4.2 Number of workshop / training / support group participants |
| **Competent bodies** | City Office for Social Protection, Health, War Veterans and People with Disabilities  The Mayor's Office |

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| **Measure 2** | **Preventing violence and raising public awareness** | |
| **Purpose** | | |
| To prevent violence against persons with disabilities by educating and raising awareness among persons with disabilities themselves, experts and the general public | | |
| **Activities** | | 1. Conducting trainings for experts working with persons with disabilities on violence against women with disabilities and persons with disabilities 2. Conducting trainings for employees of educational, healthcare, social welfare and other institutions on the prevention and early detection of violence against children and adults with disabilities 3. Conducting educational campaigns aimed at the general public and children and adults with disabilities with the goal of recognising all types of violence and abuse and protecting against them 4. Adapting documents from the human rights protection and protection against violence and abuse for persons with all types of disabilities sectors |
| **Implementation deadlines** | | Activities 1 - 4 - continuously |
| **Result indicators** | | 1.1 Number of trainings conducted |
| 1.2 Number of participants in the trainings |
| 2.1 Number of trainings conducted |
| 2.2 Number of participants in the trainings |
| **Measure 2** | **Preventing violence and raising public awareness** | |
|  | | 3 Number and type of campaigns |
| 4 Number of documents adapted (type) |
| **Competent bodies** | | The Mayor's Office  City Office for Social Protection, Health, War Veterans and People with Disabilities |

STRATEGIC GOAL XI.

Ensuring equal participation in the democratic process

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| **Measure 1** | **Increasing the participation of persons with disabilities in the electoral process** | |
| **Purpose** | | |
| To ensure the enjoyment of political rights for persons with disabilities | | |
| **Activities** | | 1. Monitoring and ensuring the accessibility of polling stations 2. Adapting polling stations in accordance with the needs of persons with different types of disabilities 3. Educating members of election committees and boards on an inclusive electoral process 4. Educating persons with disabilities on their rights and possibilities of participation in public and political life |
| **Implementation deadlines** | | Activity 1 - continuously  Activity 2.1 - 2023 - then continuously  Activity 2.2 - adaptation - continuously |
| **Result indicators** | | 1 Number of polling stations adapted in relation to the total amount of polling stations |
| 2 Invitation to organisations of persons with disabilities containing the adaptation proposal issued |
| 3.1 Number of educations for members of election committees and boards organised |
| 3.2 Number of training participants |
| 4.1 Number of trainings / information dissemination campaigns for persons with disabilities organised |
| 4.2 Number of participants in trainings / information dissemination campaigns for persons with disabilities |
| **Competent bodies** | | City Office for Asset Management and Housing  City Office for General Administration and Property and Legal Affairs The Mayor's Office  City Office for the Local Self-Administration, Civil Protection and Safety  City Office for Social Protection, Health, War Veterans and People with Disabilities |

7.7 Strategic area: Civil Society, Research and Cooperation

STRATEGIC GOAL XII.

Improving the data collection, participation in policy-making and cooperation system

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| **Measure 1** | **Increasing the scope and quality and comparability levels of data on persons with disabilities** | |
| **Purpose** | | |
| Ensuring comprehensive, comparable and current data is a necessary precondition for the planning of quality, targeted City of Zagreb measures and activities aimed at persons with disabilities | | |
| **Activities** | | 1. Establishing a continuous data collection system for data on persons with disabilities in the City of Zagreb 2. Improving the data collection system for data on persons with disabilities 3. Preparing and implementing a research plan for the purpose of defining the needs and priorities of specific groups of persons with disabilities, with a view to planning measures and activities |
| **Implementation deadlines** | | Activity 1 - continuously from 2023  Activities 2 - 3 - continuously |
| **Result indicators** | | 1 Protocol and data collection form established |
| 2 Updated database containing new data |
| 3 Research implementation plan prepared |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  The Mayor's Office |

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| **Measure 2** | **The participation of persons with disabilities and associations of persons with disabilities in the City policy-making process and support to the civil society** | |
| **Purpose** | | |
| Associations of persons with disabilities acting on behalf of persons with disabilities are indispensable  partners in the creation and implementation of all City measures and activities aimed at  persons with disabilities, which is why it is especially important to ensure the participation of the representatives of organisations and persons  with disabilities in the making and implementation of policies aimed at City of Zagreb persons with disabilities.  Operating and project and programme grants for associations ensure the stability and continuity  of the civil sector, which is thus strengthened for partner cooperation in the making and implementation of policies. | | |
| **Activities** | | 1. Ensuring the participation of representatives of associations of persons with disabilities of the City of Zagreb in the operation of the Commission for Persons with Disabilities in the City of Zagreb 2. Co-financing and supporting the institutional and organisational operation of associations of persons of disabilities of the City of Zagreb 3. Co-financing programmes and projects of associations of persons with disabilities and association whose programmes benefit persons with disabilities |
| **Implementation deadlines** | | Activities 1 - 3 - continuously |
| **Result indicators** | | 1 Number of representatives of associations of persons with disabilities in the Commission |
| 2 Number of programmes for institutional support for associations supported |
| 3 Number of programmes and projects co-financed |
| **Measure 2** | **The participation of persons with disabilities and associations of persons with disabilities in the City policy-making process and support to the civil society** | |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  All City Offices co-financing the associations’ projects and programmes |

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| **Measure 3** | **Improving professional cooperation and project implementation cooperation** | |
| **Purpose** | | |
| The exchange of knowledge, experiences and examples of good practices serves as the foundation for improving existing measures and activities, as well as planning future projects, while the cooperation of all key stakeholders creates a synergetic effect | | |
| **Activities** | | 1. Participation in international professional conferences; co-organisation and organisation of professional conferences in the disability sector 2. Developing the cooperation and partnership of the City of Zagreb with associations of persons with disabilities and institutions when it comes to projects and programmes |
| **Implementation deadlines** | | Activities 1 - 2 - continuously |
| **Result indicators** | | 1 Number of conferences (participation), number of conferences (organisation / co-organisation) |
| 2 Number of cooperations and partnerships established |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  The Mayor's Office |

7.8 Strategic area: Emergencies, humanitarian crises and disasters

STRATEGIC GOAL XIII.

*Strengthening the resilience and protection of persons with disabilities during emergencies, humanitarian crises and disasters*

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| **Measure 1** | **Taking measures in order to ensure the protection and safety of persons with disabilities during emergencies, humanitarian crises, epidemics and natural disasters** | |
| **Purpose** | | |
| To create risk assessments and adopt measures aimed at mitigating risks and to incorporate guidelines and processes form relevant documents into protection and rescue plans for persons with disabilities during crises | | |
| **Activities** | | 1. Conducting a risk assessment and implementing measures for the mitigation of risks for persons with disabilities based on the type of disability in cases of emergencies and disasters 2. Integrating protocols on the evacuation and rescue of children and adults with disabilities and housing plans containing provisions on the accessibility of evacuation destinations into existing plans regulating the area of protection and rescue of citizens during crises |

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| **Measure 1** | **Taking measures in order to ensure the protection and safety of persons with disabilities during emergencies, humanitarian crises, epidemics and natural disasters** | |
|  | | 1. Conducting comprehensive and regular trainings for civil protection system representatives on the protection and rescue of children and adults with disabilities during risk situations, natural disasters, epidemics and other crises 2. Conducting trainings for employees working with persons with disabilities and employees of associations of persons with disabilities on the ways of providing support to persons with disabilities during epidemics and humanitarian crises 3. Ensuring adequate protective and other equipment for persons with disabilities 4. Ensuring preparatory rescue drills for children and persons with disabilities in day-care centres, schools and institutions and carrying out preparatory drills in cooperation with associations of persons with disabilities 5. Introducing an accessible alarm system for persons with disabilities 6. Creating and implementing a protocol on the course of action during emergencies and crises and interventions for children and adults with disabilities |
| **Implementation deadlines** | | Activity 1 - 2022/23  Activities 2 - 5 - continuously  Activity 6 - 2023, then continuously  Activity 7 - 2025  Activity 8 - 2023 |
| **Result indicators** | | 1.1. Risk assessment drafted |
| 1.2. Risk mitigation measures developed |
| 2. Plans and protocols updated according to features of disability |
| 3. Number of conducted trainings, number of participants in trainings |
| 4. Number and type of conducted trainings, number of participants in trainings |
| 5. Type and amount of equipment ensured |
| 6. Number of exercises carried out |
| 7. Accessible alarm system introduced |
| 8. Protocol on the course of action in emergency and crisis situations created |
| **Competent bodies** | | City Office for Social Protection, Health, War Veterans and People with Disabilities  City Office for the Local Self-Administration, Civil Protection and Safety  City Office for Education, Sport and Youth  Zagrebački holding d.o.o. |

1. Final provisions
2. The measures and activities encompassed by the Strategy will be implemented in a timely manner only if its competent bodies and executors act in a coordinated fashion.
3. The City Office for Social Protection, Health, War Veterans and People with Disabilities will coordinate, encourage and monitor the implementation of specific measures and provide professional help and counselling for competent bodies and collaborators, implementers of measures and activities.
4. The Commission for Persons with Disabilities in the City of Zagreb, founded and appointed by the Mayor of the City of Zagreb, shall provide expert assistance and counselling to competent bodies and their associates in the implementation of measures and activities from the Strategy and shall participate in the creation of a strategy for the following period.
5. The City administrative bodies, institutions and companies founded by the City of Zagreb are obliged to implement the measures and activities from the Strategy in order to promote the rights and improve the position of persons with disabilities in the City of Zagreb and ensure the conditions for the equalisation of opportunities for persons with disabilities.
6. The competent City administrative bodies shall deliver reports on the implementation of the measures in the area of their competence to the City Office for Social Protection, Health, War Veterans and People with Disabilities by 28 February of each year.
7. After its adoption by the Commission for Persons with Disabilities in the City of Zagreb, the City Office for Social Protection, Health, War Veterans and People with Disabilities shall deliver a synthesis report on the fulfilment of strategic goals and the implementation phase of particular activities, i.e. the results of the implementation of measures and activities to the Mayor of the City of Zagreb by 30 June of each year. The Mayor shall notify the City Assembly of the City of Zagreb thereof.
8. The City administrative bodies are obliged to incorporate measures and activities in accordance with the Strategy into their annual work plans and ensure the funds for their implementation for each year.
9. At the end of the third year of implementation of the Strategy, an external independent evaluation of the effects of the implemented activities shall be conducted. The results of the evaluation shall be used for the timely preparation of the following period’s strategy.
10. The City of Zagreb Strategy of Equalisation of Opportunities for Persons with Disabilities in the period from 2022 to 2025 shall be published in the Official Gazette of the City of Zagreb.

CLASS: 024-01/22-03/262

REFERENCE NO: 251-16-04-22-5

Zagreb, 12 July 2022

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|  | The President  of the City Assembly  Joško Klisović, *m.p.* |

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3. Convention on the Rights of Persons with Disabilities. Available at: [https://narodne- novine.nn.hr/clanci/medunarodni/2007 06 6 80.html](https://narodne-novine.nn.hr/clanci/medunarodni/2007_06_6_80.html) [↑](#footnote-ref-3)
4. Directive (EU) 2019/882 on the accessibility requirements for products and services. Available at: <https://eur-lex.europa.eu/legal-content/HR/TXT/HTML/?uri=LEGISSUM:4403933> [↑](#footnote-ref-4)
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