



# Croatia



Manuscript completed in July 2022

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Luxembourg: Publications Office of the European Union, 2022

Printed            BZ-05-22-181-EN-C            ISBN: 978-92-9400-297-6            doi: 10.2847/11995

PDF                BZ-05-22-181-EN-N            ISBN: 978-92-9400-298-3            doi: 10.2847/673606

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# 1. General information



## Language

Croatian is the most popular language in the country. It is spoken as a native language by 95 % of the population. For information on minority languages spoken in Croatia, see <https://www.worldatlas.com/articles/what-languages-are-spoken-in-croatia.html>.



## Administrative settings

Since 1992 Croatia is divided into 21 counties. This include the capital city of Zagreb, that has the authority and legal status of both a county and a city (separate from the surrounding Zagreb county).



## Population

The estimated population in 2019 was 4 065 253.

## Emergency contacts

- ◆ Contact centre for Ukrainians (free-of-charge): **114**
- ◆ Service for International protection, Ministry for the Interior: <https://mup.gov.hr/aliens-281621/international-protection/applicants-for-international-protection/281625>
- ◆ COVID-19: **+385 08000011**
- ◆ Emergency assistance: **112**
- ◆ Police: **192**
- ◆ Medical emergency: **194** or **+385 14677390**
- ◆ Human trafficking hotline: **192** or **08007799**
- ◆ European hotline for missing children: **116000**
- ◆ European helpline for children and adolescents: **116111**
- ◆ Helpline for women: **0800-655-222** or <https://blog.opencounseling.com/hotlines-hr/>
- ◆ Psychological emergency hotline: **014828888** (Monday to Friday 10.00-22.00) or [psiho.pomoc@tesa.hr](mailto:psiho.pomoc@tesa.hr)
- ◆ Red Cross' tracing service for missing relatives/friends: if you have been separated from your family, contact the Croatian Red Cross at the Reception Centre, where the Search Service is located.





- ◆ Information, counselling, support for members of the LGBTIAQ+ community: **+385 912444666** or [info@iskorak.hr](mailto:info@iskorak.hr); **+385 14820094** or [cms@cms.hr](mailto:cms@cms.hr).

See also <https://hrvatskazaukrajinu.gov.hr/vazni-brojevi/123>.

## Driving licence

If your vehicle is registered outside Croatia, you can drive it in Croatia only if you have:

- ◆ a valid driver's license,
- ◆ a technical certificate,
- ◆ a registration plate issued by the competent authority of your country,
- ◆ an international registration number or license plate issued by the competent authority, with marks and number compliant with the rules of the European Union.

For more information see <https://hrvatskazaukrajinu.gov.hr/informacije/prava-i-obveze-osobe-pod-privremenom-zastitom/153>.



## Ukrainian diaspora

<https://www.expatincroatia.com/ukraine-citizens/> is a website/blog run by the Ukrainian community in Croatia. It includes updates and useful information.





## 2. Entry to Croatia

If you are a displaced person from Ukraine and you are seeking temporary protection, you can enter the Republic of Croatia through any border crossing. Upon arrival at the Croatian border, you should declare that you are displaced from Ukraine. If you do not have any personal document with a photograph when entering the Republic of Croatia, biometric data (including fingerprints of all 10 fingers and a facial image) will be taken. Children younger than 12 years old make an exception. In their case, only a photograph will be taken and stored in the Information system. If you accompany minor children, you should present the necessary documents proving your relationship with the child. If you are under 18 years old and travel on your own, the social services will join the border control procedure. For minors over 12 years old who are unaccompanied, all 10 fingerprints and a facial images will be taken (regardless of whether they have a document to prove their identity).

For more information see <https://hrvatskazaukrajinu.gov.hr/informacije/prvi-prihvat/151>.



# 3. Temporary protection

The website <https://hrvatskazaukrajinu.gov.hr/ua> contains useful information in Ukrainian on the rules of entry and on the accommodation of displaced persons from Ukraine. It also hosts information for all those who want to help displaced persons from Ukraine.

The right to temporary protection is granted to the categories of persons listed below.

- ◆ Citizens of Ukraine and their family members residing in Ukraine on 24 February 2022. Family member means:
  - ◆ spouse or common-law partner;
  - ◆ minor children (born in or out of wedlock or adopted);
  - ◆ other close relatives who lived in a joint household at the time of the circumstances that led to the displacement and, at the time, were wholly or mostly dependent on them.
- ◆ Stateless persons and citizens of other third countries who enjoyed international or similar national protection in Ukraine as of 24 February 2022 and members of their families who had a residence permit in Ukraine as of 24 February 2022.
- ◆ Citizens of other third countries who had a valid permanent residence in Ukraine as of 24 February 2022 in accordance with Ukrainian law and who cannot return to their country or region of origin on safe and long-term terms.
- ◆ Displaced citizens of Ukraine and members of their families who fled Ukraine just before 24 February 2022 due to the security situation and cannot return to Ukraine due to the armed conflict.

For more information see <https://hrvatskazaukrajinu.gov.hr/ua>.

## Where can you register for temporary protection in Croatia

To register for temporary protection, you need to submit a form to the police administration or police station competent for your address of residence. The temporary protection registration form in Ukrainian is available [here](#). You can also register online at <https://croatia4ukraine.mup.hr/Pages/Zahtjev>.



Shortly after the approval of your registration, you will be issued a card of 'foreigner under temporary protection' (residence permit). If you are in a Collective Residence for Displaced Persons, you do not need to go to a police administration or police station. You can register at the Collective Residence by contacting the Interior Ministry officer on duty or a police officer.

For more information see <https://hrvatskazaukrajinu.gov.hr/informacije/status-privremene-zastite/152>.

## **What documents do you need to register?**

To receive the card of 'foreigner under temporary protection', you need to provide two colour photographs measuring 3 x 3.5 cm.

To register (or deregister) as a foreigner residing in Croatia under temporary protection you will need to submit to the police station or precinct of your place of residence the document called 'Form 11'.

## **What is the procedure to access temporary protection in Croatia?**

You can request for temporary protection to the competent police administration or police station competent for your place of residence (form in Ukrainian available [here](#)) or you can submit your request online at <https://croatia4ukraine.mup.hr/Pages/Zahtjev>.

The form includes detailed instructions on how to fill it in and which types of documentation you can attach. You are advised to gather the documentation before starting to fill in the form. Each person must submit their own application (including minor children; i.e. parents /legal representatives for minor children; legal guardian for unaccompanied children). If one parent remained in Ukraine, the signature of only one parent is sufficient.

## **Which documents do you receive as a beneficiary of temporary protection?**

You will receive a card of 'foreigner under temporary protection' (residence permit).

This card is a bilingual document (in Croatian and English) and is considered a residence permit in the Republic of Croatia. It confirms your status as a foreigner under temporary protection.





## Duration of the temporary protection

Temporary protection status is valid at least until 4 March 2023. Depending on the situation in Ukraine, it can be extended for 6 months or 1 year. Temporary protection can then be further extended for no more than 1 year on the basis of a decision of the Council of the European Union. In any case, temporary protection can last maximum for 3 years.

## Your rights as a beneficiary of temporary protection in Croatia

Under temporary protection, you have the following rights.

- ◆ Right of residence for the duration of temporary protection.
- ◆ A card of 'foreigner under temporary protection' that is considered a residence permit. When temporary protection ends, you must return the card to the police administration/police station that issued it.
- ◆ Right to work without a residence and work permit or a registration of work.
- ◆ Right to health care, including emergency medical assistance and appropriate medical and other assistance for vulnerable groups. To receive healthcare, you should present your card of 'foreigner under temporary protection'.
- ◆ Appropriate accommodation if you do not have the financial resources to provide for it on your own.
- ◆ Primary and secondary education at the same terms as Croatian citizens.
- ◆ Family reunification.

For more information see <https://hrvatskazaukrajinu.gov.hr/informacije/prava-i-obveze-osobe-pod-privremenom-zastitom/153>.



## More information about these rights

### Accommodation

If you have not arranged for your own accommodation in Croatia, you will be referred to official shelter centres and collective accommodation centres. Accommodation in shelter centres is temporary, usually up to 48 hours. After that, you will be offered longer-term housing.

At the shelter centres, you will be received by members of the Civil Defence, officers of the police administration/police station and the Croatian Red Cross. The Croatian Red Cross will use the form that you will have completed to register your data. Once you are registered, you can receive psychosocial assistance, humanitarian assistance and make use of the Search Services (for family tracing).

If you have secured accommodation in Croatia on your own, you can go there autonomously.

If you have been separated from your family, contact the Croatian Red Cross at the Reception Centre, where the Search Service is located. A list with all representations of the Red Cross across Croatia can be found at <https://www.hck.hr/adresar/50>.

Legal entities or individuals providing accommodation to Ukrainian displaced persons can register a short-term stay through the [eVisitor](#) application.

‘Collective accommodation for displaced persons’ is a more permanent form of accommodation that provides you with housing, food and internet access. In these facilities, you can contact the hotel staff to ask any questions related to your accommodation and stay. The Civil Protection and the Croatian Red Cross will visit every day to coordinate your requests and needs.

If you are living with relatives, friends, etc. or if you own real estate in Croatia, you can stay there and enjoy the rights that belong to you under temporary protection.

For more information see <https://hrvatskazaukrajinu.gov.hr/informacije/smjestaj/154>.



## Access to labour market

As a beneficiary of temporary protection in Croatia, you have the right to work without first obtaining a residence and employment permit or a work permit. This means that no additional documents are required to access the labour market, except the card of foreigner under temporary protection.

You can contact the Croatian Employment Service (HZZ, <https://www.hzz.hr/ukr/>) and register as a jobseeker:

- ◆ by sending an email at [ukrajina@hzz.hr](mailto:ukrajina@hzz.hr) ;
- ◆ in person at the temporary shelter centre with a HZZ representative;
- ◆ by visiting the local branch of HZZ (list of branches: <https://www.hzz.hr/ukr/contacts/>).

HZZ will provide interpreting services to facilitate communication with your career counsellor.

For more information see <https://hrvatskazaukrajinu.gov.hr/informacije/zaposljavanje-i-rad/157>.

## Social welfare

As a beneficiary of temporary protection, you can consult the experts from the Centre for Social Protection who will inform of the assistance that you can receive. You have the right to:

- ◆ initial social support services;
- ◆ counsel;
- ◆ psychosocial support;
- ◆ housing, if you meet the conditions provided by the Law on Social Security (e.g. for unaccompanied children, children with disabilities, the elderly, people with disabilities);
- ◆ a one-time cash benefit. You can apply for the benefit with the social workers who visit the shelter centres and collective accommodation facilities. The cash benefit is paid once and is meant to cover extraordinary expenses incurred in connection with current life circumstances. If you are in an individual private home, you can apply at a branch of the [Center for Social Protection](#). For additional information, you can call **+385 993997317** or email [ukrajina@mrosp.hr](mailto:ukrajina@mrosp.hr).





## Public health

### Medical care/medical prescription

Temporary protection gives you the right to emergency medical assistance. For vulnerable groups, it includes access to appropriate medical care and other assistance (e.g. care provided by general practitioners, paediatricians, gynaecologists or dentists, COVID-19 vaccination and treatment as well as vaccination against infectious diseases). To receive health care you need to show your card of foreigner under temporary protection.

If you need emergency medical care, call **194** or **112**.

Children enjoy exactly the same rights as Croatian children and have access to full medical care.



### Psychosocial support

Emergency department, operational all day and night: call **+385 13780666**.

Registration for a referral: call **+385 13713270** or email [narucivanje@bolnica-vrapce.hr](mailto:narucivanje@bolnica-vrapce.hr).

Psychotherapy department for anxiety, psychosomatic and neurotic disorders: call **+385 383737298** or **+385 13713258** or email [dnevna.psihoterapija@bolnicavrapce.hr](mailto:dnevna.psihoterapija@bolnicavrapce.hr).

Department of psychophysiology for sleep disorders: call **+385 13780714** or **+385 13780711** or email [eeg.otp.vrapce@gmail.com](mailto:eeg.otp.vrapce@gmail.com).



### Disabilities

Croatian associations of persons with disabilities provide all necessary assistance and support in ensuring the rights of persons with disabilities. You can access their services without a membership.

If a person is placed in a social security institution, they will also be provided with transport.

For more information, contact the Croatian Association of Persons with Disabilities (SOIH): call **+385 14829394** or email [soih@zg.t-com.hr](mailto:soih@zg.t-com.hr).

Persons with hearing and speech disabilities can ask questions and send inquiries by email to [cz114@civilna-zastita.hr](mailto:cz114@civilna-zastita.hr).



For more information visit <https://hrvatskazaukrajinu.gov.hr/informacije/socijalna-prava-i-pomoc/155>.

## COVID-19 vaccination

All Croatian citizens and persons with permanent or temporary residence in Croatia can apply for vaccination against COVID-19. To do so, visit the Ministry of Health's webpage <https://cijepise.zdravlje.hr/> or call **08000011**.

If you have a chronic illness, it is recommended that you first contact your general practitioner, who will confirm your health condition and determine priority on the vaccination waiting list.

Persons with disabilities and mobility difficulties should also apply through their general practitioners, who will arrange for vaccination during a home visit.

After the vaccine application is received, you will receive an email, text message or a phone call (depending on the option you chose in the application) with the time and place of vaccination.

Vaccination is administered in general practitioners' offices (especially for patients with a chronic illness), in county institutes of public health and at mass vaccination sites.

Vaccination for children is on voluntary basis and allowed for children above 5 years of age.

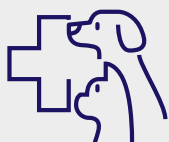
For more information see <https://gov.hr/en/apply-for-your-covid-19-vaccination-2219/2218>.



## Mandatory veterinarian check-up for pets

Due to the exceptional circumstances caused by the war in Ukraine, the Ministry of Agriculture has decided to allow the non-commercial movement of pets accompanied by their owners to the territory of the Republic of Croatia.

If you have brought a pet with you, you will need to inform the authorities. A veterinary inspector will visit you and determine the steps to be taken (e.g. chipping, vaccination against rabies and mandatory registration). The veterinarian will provide you with all the necessary information regarding this procedure. The service is free of charge for owners who move with their pets from Ukraine. Prior to the arrival of the veterinary inspector, please limit your pet's contact with other animals and persons.



For more information see <https://hrvatskazaukrajinu.gov.hr/informacije/prvi-prihvat/151>.

## Access to education

Children under temporary protection have the right to start or continue primary and secondary education in Croatia at the same terms as Croatian citizens.

For more information see <https://hrvatskazaukrajinu.gov.hr/informacije/obrazovanje/158>.

## Childcare/nursery

To enrol a child in kindergarten, contact the nearest kindergarten in your place of residence. You will receive all the necessary information about the availability of places, opportunities and other conditions for enrolment.

For a list of kindergartens in Croatia, see <http://mzos.hr/dbApp/pregled.aspx?appName=Vrtici>.



## Primary and secondary school

To enrol a child in primary school (from 1st to 8th grade), contact the nearest primary school in your place of residence. Teachers will talk to you to determine in which class the child should be enrolled. The school will provide textbooks and organise preparatory courses in Croatian. If you have documents concerning the child's education history, bring them with you.

For a list of primary schools in Croatia, see <http://mzos.hr/dbApp/pregled.aspx?appName=OS>.

To enrol a child in secondary school (after 8th grade), apply directly at the desired secondary school. Teachers will talk to you to determine in which class the child should be enrolled and which program is best for them. The school organises preparatory courses in Croatian. If you have documents concerning the child's education history, bring them with you.

For a list of secondary schools in Croatia, see <http://mzos.hr/dbApp/pregled.aspx?appName=SS>.



## University

Ukrainian nationals who enjoy temporary protection status can pursue higher education in Croatia while temporary protection is active. Each faculty is responsible for the decisions on enrolment, taking into account the availability of vacancies and other criteria.

In the absence of temporary protection, third-country nationals who wish to study in Croatia should regulate your position through the institute of temporary residence for study purposes (in accordance with the Aliens Act - Official Gazette 133/20).



## Recognition of education titles

For information on the recognition of foreign educational qualifications, visit <https://www.azvo.hr/en/enic-naric-office/guidelines-for-starting-the-procedure-for-professional-recognition-of-foreign-heq>.

The recognition of periods of higher education attended abroad is carried out by the higher education institution in which you wish to continue your studies. For a list of accredited curricula, see <https://mozvag.srce.hr/preglednik/?lang=en>.

The recognition of foreign professional qualifications for regulated professions is carried out by sector authorities. For a list of regulated professions and corresponding competent authorities, see <http://reguliraneprofesije.azvo.hr/en/professions/>.



## Free railway transport

The Croatian railways (HŽ - *Putnički prijevoz*) provide free travel (in economy class) to citizens of Ukraine on all routes of the internal railway service. Upon presentation of a Ukrainian passport, identity card or decision on permission to enter the Republic of Croatia, Ukrainians receive a free ticket at the box office or on the train.



## Other benefits

Some cities and districts in Croatia offer benefits such as free services for displaced persons from Ukraine. You can find out about your rights at your local and city authorities. Benefits can include free access to zoos, cultural events and city swimming pool.





## More information on temporary protection

For more information on the EUAA response to the Russian invasion of Ukraine, visit <https://euaa.europa.eu/euaa-response-russian-invasion-ukraine>.

To know more about temporary protection in specific country(ies), visit <https://whoiswho.euaa.europa.eu/temporary-protection>.





## 4. International protection

You can apply for international protection (asylum or subsidiary protection) even if you enjoy temporary protection. You should know that the examination of applications for international protection is more complex, involves more procedural steps and takes more time than temporary protection.

Receiving temporary protection does not mean that you will be automatically granted international protection. The latter depends on the individual and personal situation of each individual.

Applications for international protection can be submitted directly, by giving a statement for the record in the Reception Centre for Applicants for International Protection in Zagreb or Kutina. In exceptional cases, applicants for international protection can also submit their applications outside the Reception Centre, within the appropriate time limits and depending on their personal situation (e.g. in a hospital).


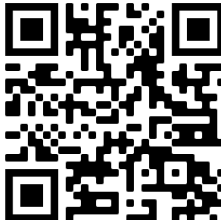


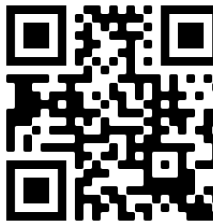
Third-country nationals or stateless persons who have entered the Republic of Croatia illegally, arriving directly from the territory where they suffered persecution within the meaning of the 1951 Refugee Convention and where there is a real risk that they might be exposed to serious harm upon returning to their country of origin, will not be punished for illegal entry or stay if they declare their intention to apply for international protection without any delay, and if they show valid reasons for their illegal entry or stay.

In the first-instance procedure, the application for international protection is decided by the Ministry of the Interior. It is possible to appeal against the decision of the Ministry of the Interior before the competent administrative court.

For more information on international protection, visit <https://gov.hr/en/applicants-for-international-protection/1202>.








## Annex I . Repository of sources

General information		
Service	Website	QR
Language	<a href="https://www.worldatlas.com/articles/what-languages-are-spoken-in-croatia.html">https://www.worldatlas.com/articles/what-languages-are-spoken-in-croatia.html</a>	
Administrative divisions	<a href="https://en.wikipedia.org/wiki/COUNTIES_of_Croatia">https://en.wikipedia.org/wiki/COUNTIES_of_Croatia</a>	
Population	<a href="https://web.dzs.hr/Hrv_Eng/publication/2020/07-01-03_01_2020.htm">https://web.dzs.hr/Hrv_Eng/publication/2020/07-01-03_01_2020.htm</a>	
Information for people who fled Ukraine (government pages)	<a href="https://hrvatskazaukrajinu.gov.hr/ua">https://hrvatskazaukrajinu.gov.hr/ua</a>	
Ukrainian embassy in Croatia	<a href="https://croatia.mfa.gov.ua/">https://croatia.mfa.gov.ua/</a>	

Emergency contacts	<a href="https://hrvatskazaukrajinu.gov.hr/vazni-brojevi/123">https://hrvatskazaukrajinu.gov.hr/vazni-brojevi/123</a>	
Driving licence and vehicle registration	<a href="https://hrvatskazaukrajinu.gov.hr/informacije/prava-i-obveze-osobe-pod-privremenom-zastitom/153">https://hrvatskazaukrajinu.gov.hr/informacije/prava-i-obveze-osobe-pod-privremenom-zastitom/153</a>	
Entry requirements	<a href="https://hrvatskazaukrajinu.gov.hr/informacije/prvi-prihvat/151">https://hrvatskazaukrajinu.gov.hr/informacije/prvi-prihvat/151</a>	
<b>Temporary protection</b>		
Eligibility criteria Registration Requirements	<a href="https://hrvatskazaukrajinu.gov.hr/informacije/status-privremene-zastite/152">https://hrvatskazaukrajinu.gov.hr/informacije/status-privremene-zastite/152</a>	
<b>Accommodation</b>		
National accommodation system  Private housing/registration	<a href="https://hrvatskazaukrajinu.gov.hr/informacije/smjestaj/154">https://hrvatskazaukrajinu.gov.hr/informacije/smjestaj/154</a>	



Public health		
Medical care, including psychosocial support	<a href="https://hrvatskazukrajinu.gov.hr/informacije/zdravstvena-zastita/156">https://hrvatskazukrajinu.gov.hr/informacije/zdravstvena-zastita/156</a>	
Persons with disabilities	<a href="https://hrvatskazukrajinu.gov.hr/informacije/socijalna-prava-i-pomoc/155">https://hrvatskazukrajinu.gov.hr/informacije/socijalna-prava-i-pomoc/155</a>	
COVID-19	<a href="https://cijepise.zdravlje.hr/">https://cijepise.zdravlje.hr/</a>	
Access to education		
Information on accessing education (from kindergarten to higher education)	<a href="https://hrvatskazukrajinu.gov.hr/informacije/obrazovanje/158">https://hrvatskazukrajinu.gov.hr/informacije/obrazovanje/158</a>	

International protection		
Information on how to apply for international protection	<a href="https://gov.hr/en/applicants-for-international-protection/1202">https://gov.hr/en/applicants-for-international-protection/1202</a>	
	<a href="https://mup.gov.hr/aliens-281621/international-protection/applicants-for-international-protection/281625">https://mup.gov.hr/aliens-281621/international-protection/applicants-for-international-protection/281625</a>	
Additional support		
Ukrainian diaspora	<a href="https://www.expatincroatia.com/ukraine-citizens/">https://www.expatincroatia.com/ukraine-citizens/</a>	
Free travel options		
Free transportation	<a href="https://hrvatskazaukrajinu.gov.hr/informacije/prava-i-obveze-osobe-pod-privremenom-zastitom/153">https://hrvatskazaukrajinu.gov.hr/informacije/prava-i-obveze-osobe-pod-privremenom-zastitom/153</a>	
European Commission's dedicated page for those fleeing Ukraine	<a href="https://ec.europa.eu/info/strategy/priorities-2019-2024/stronger-europe-world/eu-solidarity-ukraine/eu-assistance-ukraine/information-people-fleeing-war-ukraine_en#relatedlinks">https://ec.europa.eu/info/strategy/priorities-2019-2024/stronger-europe-world/eu-solidarity-ukraine/eu-assistance-ukraine/information-people-fleeing-war-ukraine_en#relatedlinks</a>	



UNHCR HELP Croatia	<a href="https://help.unhcr.org/croatia/">https://help.unhcr.org/croatia/</a>	
Croatian Red Cross	<a href="http://www.hck.hr">www.hck.hr</a>	
<b>EUAA resources</b>		
EUAA information leaflets for Ukrainians	<a href="https://euaa.europa.eu/euaa-response-war-ukraine-vidpovid-euaa-agentstvo-evropeyskogo-soyuzu-z-pitan-pritulkuna-viynu-v-ukraini">https://euaa.europa.eu/euaa-response-war-ukraine-vidpovid-euaa-agentstvo-evropeyskogo-soyuzu-z-pitan-pritulkuna-viynu-v-ukraini</a>	
More information about temporary protection in specific countries	<a href="https://whoiswho.euaa.europa.eu">https://whoiswho.euaa.europa.eu</a>	



