

You are a victim or a witness of hate crime?

**To report a criminal offence or
misdemeanour call:**

112

The common
European emergency number

For assistance and support call:

116 006

The national call centre for
victims of criminal offences
and misdemeanours

phone line accessible throughout Croatia
completely FREE and ANONYMOUS
available in English
accessible weekdays 8AM through 8PM



V-START

What is hate crime?

Hate crime is any criminal offence committed because of person's racial affiliation, color of skin, national or ethnic origin, language, disability, sex, sexual orientation or gender identity.

How to recognise hate crime?

Hate crimes are committed against particular group. Hate crime can take many forms, including:

- **physical violence** (body injury, hitting, pushing, slapping, etc.)
- **verbal abuse** (insults, mockery, etc.)
- **humiliation** (spitting, name calling, gesturing, etc.)
- **damage to property** (vandalism, offensive graffiti, offensive messages, etc.)
- **harassment** (following, stalking, unwanted contacts, etc.)
- **threats** (intimidation, hanging in groups to intimidate, threatening messages, etc.)
- **sexual abuse** (rape, unwanted touching, unwanted sexual offers, sexual assaults, etc.)

Where to report?

1 Police

- IN PERSON by coming in the nearest police station
- BY PHONE by calling 112
- IN WRITING by describing the criminal offence you were exposed to, signing it and leaving your personal information so that police can identify and contact you easier

2 State attorney

- IN PERSON by coming in the nearest State Attorneys Office
- BY PHONE/E-MAIL
- IN WRITING by describing the criminal offence you were exposed to, signing it and leaving your personal information so that State Attorney or by his order police could identify and contact you

If you need help and support you can contact:

- 1 THE NATIONAL CALL CENTRE FOR VICTIMS OF CRIMINAL OFFENCES AND MISDEMEANOURS** - a phone line accessible throughout the Republic of Croatia, which is completely FREE and ANONYMOUS, also available in English. It can be accessed weekdays from 8:00 until 20:00
- 2 VICTIM AND WITNESS SUPPORT SERVICE OF THE MINISTRY OF JUSTICE** - provides information on the release of perpetrators from prison, information of financial compensation to victims of a crime; contacts victims before making a decision on the granting of extra-criminal benefits for the prisoner, etc.
- 3 VICTIM AND WITNESS SUPPORT DEPARTMENTS** - departments operate in seven county courts in the Republic of Croatia (Zagreb, Osijek, Rijeka, Split, Vukovar, Zadar and Sisak). The purpose of the department is to ease the stressful situation of testimony in court.
- 4 CIVIL SOCIETY ORGANIZATIONS** – that are included in the program The Network of Support and Cooperation for Victims of and Witnesses to a Crime financed by the Ministry of Justice, helping victims to face psychological, emotional, social and practical losses, providing emotional, psychological and/or practical assistance, protection, advice and information. These are:
 - **Victim and Witness Support Association (Udruga za podršku žrtvama i svjedocima)** - for Varaždin and Međimurje counties, address: Graberje 33/II, 42000 Varaždin (contact: 095/116 00 66)
 - **The Center for Civil Initiatives Poreč (Centar za građanske inicijative Poreč)** - for Istra County, address: Partizanska 2d, 52440 Poreč (contact: 095/3500-733)
 - **DELFIN - Center for support and development of civil society (Centar za podršku i razvoj civilnog društva)** - Požega-Slavonija and Baranja-Bilogora counties, address: Braće Radića 13, 34550 Pakrac (contact: 034/411-780)
 - **DEŠA - Dubrovnik** - Dubrovnik County, address: Frane Supila 8, 20000 Dubrovnik (contact: 020/311-625)
 - **The HERA association for the protection and promotion of human rights in Križevci** - Koprivnica-Križevci and Bjelovar-Bilogora counties, address: Ul. Ivana Zakmardija Dijankovečkog 5, 48260, Križevci (contact: 048/271-335)

- **The Information-Legal Centre (Informativno pravni centar)** - Brod-Posavina County, address: Ul. Ante Starčevića 63, 35000, Slavonski Brod (contact: 035/448-533)
- **The KORAK women's group Karlovac** - Karlovac and Lika-Senj counties, address: Vladka Mačeka 6, 47 000 Karlovac (contact: 047/600-392)
- **S.O.S. Virovitica – counselling, strengthening, cooperation** - Virovitica-Podravina County, address: Trg fra B. Gerbera bb, 33000 Virovitica (contact: 033/721 500)
- **CESI – SOS telephone and counselling** - Krapina-Zagorje County (contact: 049/492-688)
- **The Zvonimir Association** - Šibenik-Knin County, address: Ul. dr. Franje Tuđmana 11, 22300 Knin (contact: 022/662-554)
- **Women's Room (Ženska soba) - centre for sexual rights,** address: Maksimirska cesta 51A, 10000, Zagreb (contact: 01/6119-174)

Civil society organizations engaged to promote and protect assistance to victims of hate crime:

- **The Zagreb Pride association** provides legal assistance and representation for the LGBTIQ population (address: Ul. Andrije Žaje 43a, 1000 Zagreb; contact: +385 (0)1/580-6560, info@zagreb-pride.net, www.zagreb-pride.net)
- **Lesbian Organisation LORI** provides the service of psychological counselling for members of sexual and gender minorities (address: Ul. Janeza Trdine 7/4, 51000 Rijeka; contact: +385 (0)51/212-186, +385 (0)91/493-4133, +385 91/593-4133, www.lori.hr)
- **Lesbian Association Kontra** provides counselling for lesbian and bisexual women, as well as legal assistance (address: Ul. kralja Držislava 2, 10000 Zagreb; contact: 098/238-308, email: kontra@kontra.hr, www.kontra.hr)
- **The Centre for Peace Studies association** provides assistance in cases of discrimination, especially on grounds of race/colour of skin, ethnic affiliation, religious belief and national origin, as well as in civic status issues regarding citizenship, residence, asylum and subsidiary protection in Croatia (address: Selska cesta 112 a, 1000 Zagreb, contact: tel/fax: +385 1/482-0094, mobile: +385 (0)91/330-0181, email: cms@cms.hr)

- **The Croatian Law Centre (Hrvatski pravni centar)** provides free legal aid, as well as legal aid for asylum seekers and persons who were granted international subsidiary protection (address: Ul. Andrije Hebranga 21, 10000 Zagreb, contact: +385 (0)1/4854-934, email: hpc@hpc.hr, www.hpc.hr)
- **The Serb National Council** provides free legal aid to members of the Serb national minority (address: Gajeva ul. 7, 10000 Zagreb, contact: 01/4886-368, 01/4886-372, email: ured@snv.hr, www.snv.hr)
- **Autonomous Women's House Zagreb** provides legal and psychological assistance to women victims of violence, as well as shelters for women and their children (address: P.P. 19, 10001 Zagreb, contact: 0800/55-44, email: azkz@zamir.net, www.azkz.net)
- **The B.a.B.e. association** provides free legal and psychological assistance in solving problems directly or indirectly related to human rights violations (address: Selska cesta 112 a, 1000 Zagreb, contact: +385 (0)1/4663-666, babe@babe.hr, www.babe.hr)
- **Centre for Women Victims of War - ROSA** – provides psychological and legal assistance to women survivors of human trafficking for sexual exploitation and prostitution (address: Ul. kralja Držislava 2, 10000 Zagreb, contact: 385 (0)1/455-1128, SOS telephone: 0800/77-99, email: cenzena@zamir.net, www.czzzr.hr)
- **White Circle Croatia (Bijeli krug Hrvatske)** provides legal, social and psychological counselling to victims of all forms of violence, with an emphasis on domestic violence (Ul. Ljudevita Posavskog 14, 21000 Split, contact: 0800/63-29, +385 (0)21/783-449, bijeli.krug@gmail.com, www.bijelikrug-hrvatske.hr)

More information on the rights of victims and witnesses can be found in the *Guide for Victims of Hate Crimes* on the website of the Human Rights House Zagreb.

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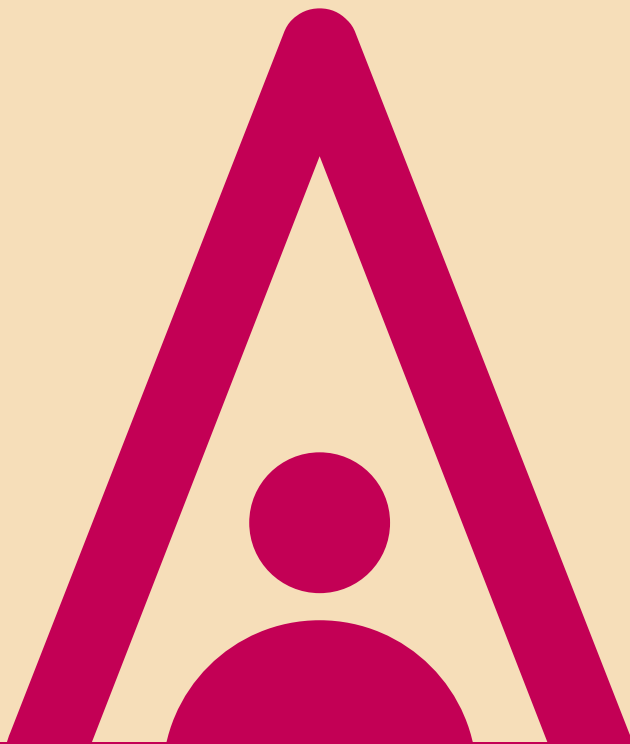
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GOVERNMENT OF THE REPUBLIC OF CROATIA
Office for Cooperation with NGOs



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