



## Status quo on reconciliation and no hate speech in Croatia

Tools and resources available.

**Organisation name and Country: LDA-SISAK, Croatia**



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## Executive Summary

The report presents research on the issues of reconciliation and hate speech regarding youth and youth work. The first part of the report shows a quick overview of the status quo regarding these issues in Croatia. It highlights a presence, even rise, in discriminatory and hateful public speech towards different minority groups and shows a high level of involvement and activity by the civil society organizations, more often than by state institutions or formal educational system. Furthermore, it provides an overview of legal framework on reconciliation and hate speech. The second part of the report presents the collection of examples of good practices of activities with youth or those who work with youth on the topics of reconciliation and hate speech, as well as connected topics such as tolerance, acceptance of diversity and peaceful communication.

## Research objective

Acknowledging other policies and types of interventions important for understanding and tackling the issue of reconciliation and hate speech, this research focuses primarily on capacity of youth work and education. First, it presents an **overview on documents and interventions** aiming to promote and/or regulate reconciliation and no hate speech on different levels, thus analysing the current state of affairs in this regard in Croatia. Then, the research presents **initial mapping of tools and resources used and developed by various state and civil society actors** aiming at empowering and educating youth and those who work with youth on combating these issues.

## Research methodology

For the purpose of this analysis, the researchers used **desk research methods of literature review and document analysis**, thus analysing legislation and state documents, academic articles, media portals, publications and other written work of relevant (inter)national organizations, etc. Detailed bibliography of consulted literature can be found in the Appendix 1. However, for the purpose of collecting data on tools and resources available, mentioned method was complemented with **an interview with the head of the LDA Sisak Paula Raužan<sup>1</sup>**, as well as with **a questionnaire sent to 21 organizations<sup>2</sup>** which have experience in implementation of projects and activities with youth regarding these topics. 12 organizations responded to the questionnaire and the information they provided was, when compliant to the topic of the research, included in the table of tools and resources that can be found on page 8.

<sup>1</sup>The interview was held on 18th February 2020.

<sup>2</sup>Detailed list of contacted organizations and the questionnaire can be found in the Appendix 2.

## Literature review and highlight of main findings

### a) What are the available researches, reports, programs, projects that focus on reconciliation and hate speech in your country?

Overview of the most recent international reports showed often **indication of presence, and even rise, of nationalist rhetoric, discrimination and violence towards ethnic (primarily Serbian and Roma), sexual and other minorities, and hate speech in public and media.**<sup>3</sup> As an independent human rights monitoring body, in its report, European Commission against Racism and Intolerance (ECRI) indicated that nationalism, connected to racist and intolerable hate speech is on the rise, particularly among youth and primarily connected to promotion of fascist Ustasha regime.

Analysis of reports by national actors showed similar results indicating a high level of discriminatory and hate speech towards Serbian, Roma, immigrants and LGBT minorities in public, media and over Internet, as well as a lack of public and legal repercussions towards ethnic intolerance and historical revisionism. The Ombudswoman especially highlights continuing trend on worsening attitude towards Serbian minority by majority of public and some political and public actors.<sup>4</sup>

In Croatia, there is a **significant number of strong and deep-rooted civil society organizations** which work on issues of reconciliation, hate speech and connected topics. However, while there are various projects and programs regarding these topics on local, national and regional levels (such as on education of enforcement and judicial personnel, monitoring of judicial proceedings, overview on media and political speech etc.), the following chapter is a **short overview of interventions** that focus on education, youth and those who work with youth. All interventions (together with tools and resources used) which were found during this research are listed in the Table 1 in the chapter *Tools and resources available for other youth workers and organisations to use*, while the Appendix 3 presents a more detailed description of each table entry.

On the topic of hate speech, as well as discrimination and intolerance, **the state institution of the Ombudswoman's Office held a strong public presence in raising awareness and implementing or supporting interventions directed at youth.** For instance, the Ombudswoman's Office actively organized and participated in round tables and conferences on discrimination and intolerance, called for

<sup>3</sup> South East Europe Media Organization, "Press Freedom in Croatia: Hate Speech and Hope for Change. Report on the January 2018 Joint International Mission."; ECRI, "Report on Croatia (Fifth Monitoring Cycle)"; Amnesty International, "Amnesty International Report 2017/2018: The State of the World's Human Rights"; Transformation Index BTI, "BTI 2018: Croatia Country Report."

<sup>4</sup> Ombudswoman's Office, "Annual Report of the Ombudswoman of Croatia for 2018"; Human Rights House Zagreb, "Human Rights in Croatia: Overview of 2017"; Đaković and Novosel, *Ljudska prava u Hrvatskoj: Pregled stanja za 2018. godinu [Human Rights in Croatia: Overview Of 2018]*.

more intense trainings of enforcement and judicial personnel on hate speech, held lectures on hate speech and hate crime in judicial practice in Croatia to students of Law University in Rijeka, actively supported, and promoted CSO's interventions on the official web page or by attending associated events.<sup>5</sup>

One of the institution's significant contribution was **the research conducted in 2019 on hate speech among youth on Internet** that revealed alarming results.<sup>6</sup> As research showed, 90% of youth indicated a high level of hate speech present on social media while 70-89% indicated there is a high level of hate speech on internet forums, as well as in political gatherings, media, graffiti or banners in public space. 96% of youth witnessed hateful and intolerant comments in the period of 3 months prior to the research. Hateful comments were mostly based on nationality, ethnicity, sexual orientation, physical appearance, religion or region. These results indicated the Internet was one of domains in which youth was impacted the most and could explain a high number of interventions focusing on educating and empowering youth and their educators to recognize and combat hate speech and discrimination online.

During research, **many interventions regarding youth and hate speech (especially online hate speech) were found.** Regarding interventions by the state bodies, it is important to mention the national campaign *I Dislike Hate* by the Ministry for Demography, Family, Youth and Social Policy that was directed towards youth and included promotional videos and activities regarding online hate speech. One of these activities included a competition for the best educational video made by high school students.<sup>7</sup> Nevertheless, **the civil society organizations unquestionably played the strongest role in creating and implementing interventions on hate speech.** Different organizations held activities on local or national levels which mostly included education and workshops with youth and youth educators, promotion of existing support services, advocating and promoting the importance of the issue and more.

Among collected data, specific **topic of hate speech seemed to be somewhat more present than that of reconciliation.** It seems that there is little to no meaningful interventions by the state bodies that would improve education on these topics towards peace building. Nevertheless, there are **notable interventions by the civil society** educating youth on reconciliation and post-war interethnic tolerance, as well as those training activists and teachers on how to educate on these topics. Undertaken interventions included various activities organizing different models of education of young activists and students, school presentations with a goal to facilitate an open and inclusive discussion, motivating youth to critically think about the dominant national discourse etc.

Researchers **especially welcome interventions on reconciliation which were implemented on a regional level** involving discussion and collaboration between youth and educators of different ethnicity,

<sup>5</sup> [www.ombudsman.hr](http://www.ombudsman.hr)

<sup>6</sup> Tena Šimonović Einwalter, "Predstavljanje istraživanja: Govor mržnje među mladima na internetu [Presentation of research results: Hate speech among youth on internet]," Presentation (The Ombudswoman of the Republic of Croatia, September 12, 2019).

<sup>7</sup> <http://www.dislajkammrznju.hr/>

thus directly facilitating their direct contact. For instance, Youth Initiative for Human Rights (YIHR) implemented a program *The History Continues* with around 100 youth from the region of Western Balkans attending together workshops, study trips, conference and training while discussing and learning together on the common history.<sup>8</sup>

In the end, the research discovered **a significant number of interventions on general topics of non-discrimination, tolerance, democratic participation and other topics** related to those of hate speech and reconciliation. Furthermore, various materials and tools are available for future projects and interventions on this broad set of topics. All other interventions analyzed during the research are listed in the Table 1. Their detailed description and links to materials and outputs (if available) can be found in the Appendix 3.

#### **b) Is there any legal framework in place relating to both topics?**

The legal framework around hate speech has a basis in **the Constitution of the Republic of Croatia (article 39)** which states that “any call for or incitement to war or use of violence, to national, racial or religious hatred, or any form of intolerance shall be prohibited and punishable by law.” Furthermore, the issue of hate speech is tackled by the criminal code as well as several misdemeanour laws. **Namely, the Criminal Code of the Republic of Croatia (article 325)** prohibits a public incitement to violence and hatred on account of a wide range of characteristics<sup>9</sup>, as well as public approval of, denial or gross trivialization of crimes of genocide, aggression, war crimes or crimes against humanity with imprisonment up to three years.

Among **misdemeanour acts** applicable to the issue of hate speech it is important to mention:

- **Act on Prevention of Disorder at Sport Events** – prohibiting verbal and other messages that incite hate and violence on basis of race, as well as national, regional or religious affiliation (article 4);
- **Anti-discrimination Act** – placing hate speech among discriminatory behaviour with harassment that aims to violate or violates other’s dignity on the basis of a number of characteristics;
- **Electronic Media Act** – prohibiting promotion, as well as spreading of hatred and discrimination based on a specific characteristic (article 12);
- **Gender Equality Act** – prohibiting (incitement to) discrimination based on sex, marital and family status, sexual orientation (article 6);

<sup>8</sup> <http://yihr.hr/hr/zajednicki-narativi-proslost-se-nastavlja/>

<sup>9</sup> Characteristics as mentioned in the Criminal Code Article 325: race, religion, national or ethnic origin, descent, color, gender, gender identity, sexual orientation, disability or any other characteristics.



- **Media Law** – prohibiting media content inciting/glorifying inequality and animosity based on ethnic, racial, religious, gender, sexual orientation or other characteristics (Article 3);
- **Offenses against Public Order and Peace Act** – prohibiting verbal or nonverbal offence against public order and peace (article 5);
- **Public Assembly Act** – prohibiting incitement to war, violence, intolerance or national, racial or religious hatred (article 3).

As mentioned above, various actors highlighted the **importance of further regulation of hate speech on social media and Internet**, especially concerning youth that is a group influenced the most in this domain. Since the beginning of 2019, state actors announced the Act on Preventing Inappropriate Behaviour on Social Media<sup>10</sup> that would prevent illegal content online as well as improve transparency and human rights protection on social media and Internet overall. However, even though the government recognized the need for such a law, it stays unclear in which stage this legislative process currently is.<sup>11</sup>

Several sources indicated a **small number of non-appealable judgements on hate speech** as well as **unequal application of law and judicial procedures** among which is the 2015 state attorney office's warning on flawed judicial rulings regarding hate speech.<sup>12</sup> These sources attribute a small number of affirmative judgements to a lack of reporting of hate speech by victims. Furthermore, they indicate a legal confusion since several misdemeanour acts tackle this issue and could be applicable in the same case. At the same time, the most of these misdemeanour acts do not mention hate speech directly and often list different individual's characteristics as a ground of discrimination, thus contributing to legal framework characterized by regular unbalanced and flawed rulings.

**The question of reconciliation is not directly touched upon in Croatian legislation.** Certainly, the most applicable legislation on this question is the **Law on Witness Protection and Act on the Rights of Victims of Sexual Violence during the Military Aggression against Republic of Croatia** due to a high number of unprocessed cases of such violence and uncompensated victims. While the legislature regulates the procedure of retribution in these cases, civil society warns of inadequate prosecution of such crimes

<sup>10</sup> <https://esavjetovanja.gov.hr/ECon/MainScreen?entityId=9137>, [http://www.novilist.hr/Vijesti/Hrvatska/Najavljen-Zakon-o-sprjecavanju-govora-mrznje-na-drustvenim-mrezama-jos-cemo-na-tome-poraditi-ali?meta\\_refresh=true](http://www.novilist.hr/Vijesti/Hrvatska/Najavljen-Zakon-o-sprjecavanju-govora-mrznje-na-drustvenim-mrezama-jos-cemo-na-tome-poraditi-ali?meta_refresh=true), <https://rdd.gov.hr/vijesti/odrzan-okrugli-stol-govor-mrznje-u-hrvatskoj-kako-naprijed/310>

<sup>11</sup> Roksandić Vidlička and Mamić, "Zloupotreba društvenih mreža u javnom poticanju na nasilje i mržnju i širenju lažnih vijesti: potreba transplatiranja njemačkog zakona o jačanju provedbe zakona na društvenim mrežama [Abuse of Social Networks in Public Incitements to Violence and Hatred and in the Spreading of False News: the need for the transposition of the German Act on improving law enforcement on social networks?]."

<sup>12</sup> Georgiev et al., *Govor mržnje i neprihvatljiv govor: vodič za političare/ke [Hate Speech and Unacceptable Speech: a guidebook for politicians]*; Munivrana Vajda and Šurina Marton, "Gdje prestaju granice slobode izražavanja, a počinje govor mržnje? Analiza hrvatskog zakonodavstva i prakse u svjetlu europskih pravnih standarda [Where Does the Right to Freedom of Expression End and Hate Speech Begin? An Analysis of Croatian Legislature and Jurisprudence in the Light of European Legal Standards]."

due to faulty legal framework, deficient jurisprudence and lack of prosecuted cases, as well as flawed protection of witnesses in the Law on Witness Protection.<sup>13</sup>

At the same time, there is a high number of **legislative documents regulating rights and compensations for the Croatian war veterans and commemoration**, most important being:

- The Act on Croatian Homeland War Veterans and their Family Members;
- Law on Declaring the Missing Person Deceased and Proof of Death;
- Law on the Fund for stipends for Croatian Veterans of the Homeland War and Children of Croatian Veterans of the Homeland War;
- Law on the Fund of Croatian Veterans of the Homeland War and Members of Their Families;
- Law on Marking Sites of Mass Graves of the Victims of the Homeland War;
- Law on the Protection of Military and Civilian War Victims.

However, due to the ethnic dimension of the 90s war, it is closely connected to the **issue of protection of national minority rights**. In that regard, the Constitution of the Republic of Croatia (article 15) guarantees one's right to declare its national minority status. However, probably the most relevant act on the issue is the Constitutional Act on the Rights of National Minorities that defines national minority rights in Croatia such as the use of language and symbols, education in their language etc. Additional acts of importance are:

- Law on Use of Languages and Scripts of National Minorities;
- Law on Education in Language and Script of National Minorities – detailing use of three models of education of national minorities members;
- Law on Register of Councils, Coordination of Councils and Representatives of National Minorities.

Furthermore, a large number of documents in Croatian legislation touch upon the question of minority rights, including most of above-mentioned misdemeanour acts touching upon issues of discrimination and hate speech. Representation of national minorities' interests is facilitated through their representation in the national parliament, as well as the State Council for National Minorities and different National Minorities Councils.

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<sup>13</sup> Youth Initiative for Human Rights, "Transitional Justice. Human Rights Brief: Issues in Criminal Prosecutions of War Crimes. Croatia 2016."



**c) Have there been any steps undertaken to improve the process of reconciliation and the hate speech at the national level?**

When considering government steps directed at youth and educators with a focus on improving the process of reconciliation and hate speech, **the crucial question is one of systematic education which would promote democratic culture and critical thinking, as well as objectively introduce youth to these topics.** Unfortunately, despite heated public debate and numerous political promises, **Croatian education still does not offer systematic civic education.** One of the main reasons for this seems to be a lack of political will which is apparent in the latest decision by the Ministry of Science and Education. The Ministry decided to redirect 27 million HRK funds from the European Social Fund intended exclusively for civic education to 6 other education subjects.<sup>14</sup>

While there exists a program with an aim to provide civic education through sporadic presence of its topics during different school subjects, it is clear **a more systematic approach is needed to achieve real impact.**<sup>15</sup> Similar opinion can be found in the European Commission against Racism and Intolerance's 2018 report on Croatia that shows a need to include young generations in education that promotes the idea of human rights, as well as indicates how current system needs to improve its focus and methods, thus recommending compulsory education on human rights in all educational plans and programs, especially concerning equality and non-discrimination.<sup>16</sup>

However, **counties and cities have a legal right to develop their own compulsory civic education.** In this light, the City of Rijeka represents a positive example after providing such education through extracurricular activities and systematically introducing these topics into the formal education of its primary school students since 2016.<sup>17</sup> One of other examples is the City of Sisak which introduced civic education as an extracurricular activity in primary schools and provided an associated training to school teachers since 2018.<sup>18</sup> The City of Osijek established a different model through a close cooperation with local civil society organizations who participate in the project *Osijek to GOO* and provide organized nonformal civic education in local primary schools and training of teachers.<sup>19</sup>

<sup>14</sup> <https://www.telegram.hr/politika-kriminal/zbilja-koji-to-problem-ministarstvo-ima-s-gradanskim-odgojem-eu-im-daje-27-milijuna-da-ga-razviju-oni-bi-ih-preusmjerili/>

<sup>15</sup> Gong, "Građansko obrazovanje u Hrvatskoj: policy preporuke [Civic Education in Croatia: policy recommendations]."

<sup>16</sup> ECRI, "Report on Croatia (Fifth Monitoring Cycle)."

<sup>17</sup> <https://www.rijeka.hr teme-za-gradane/odgoj-i-obrazovanje/osnovne-skole/programi-i-projekti-u-osnovnim-skolama/gradanski-odgoj-obrazovanje/>

<sup>18</sup> <https://sisak.hr/gradanski-odgoj-i-obrazovanje-u-svim-sisackim-osnovnim-skolama/>

<sup>19</sup> <https://www.osijek.hr/osijek-to-goo/>

There is **currently no National Youth Program by the Ministry of Demographics, Family, Youth and Social Policy** since the expiration of the program for the period between 2014 and 2017. The Ministry is in the process of publishing the new program for the period between 2020 and 2024.<sup>20</sup>

On the other hand, while there is *the National Plan Against Discrimination* for period between 2017 and 2022 that prioritizes education and tolerance<sup>21</sup> (together with the associated *Action Plan* for its implementation), it fails to “reflect and adequately address human rights violations faced by Serbs, Roma and sexual minorities”<sup>22</sup> in Croatia, thus avoiding to sufficiently and systematically deal with one of the most problematic discrimination areas in the country.

#### d) What is the role of the organisation into these processes related to the topic?

Gathered information indicated that LDA Sisak has significant experience and influence in local processes and activities connected to the topics of reconciliation and combating hate speech. The organization undertook and implemented numerous activities and used various methods in their long term engagement on encouraging and empowering youth and those who work with youth in areas of active participation in their local communities, and other democratic values such as tolerance, diversity and inclusion. ALD Sisak has significant experience in use of various methods including but not limited to advocacy, volunteering activities, training of trainers and educators, and conducting educational presentations, meetings and workshops. The organization has a long history of work in provision of nonformal education in primary and secondary schools, especially on topics of minorities and diversity. These activities include both students and their teachers.

During their work, LDA Sisak continuously showed openness for collaboration with various actors, thus developing a deep-rooted network with state and non-state organizations and institutions on local and national level. This includes regular cooperation and work with fellow CSOs focusing on similar topics, as well as state administrative offices of Sisak and neighbouring cities thus sharing their expertise, experience and developed resources publicly and with the wider community. They serve as one of the regional mediators and focal points for bringing these actors and youth together.

One of especially important contributions is a formation of a lifelong education model for active civic participation for youth and its implementation Sisak, Lekenik and Martinska Ves which included leadership training and capacity building, development of competences, empowerment, raising awareness on local needs, opportunities and activities all related to youth.

<sup>20</sup> <https://mdomsp.gov.hr/istaknute-teme/mladi-i-volonterstvo/mladi-9015/nacionalni-program-za-mlade-9024/9024>

<sup>21</sup> Office for Human Rights and National Minorities Rights, “Nacionalni plan za borbu protiv diskriminacije za razdoblje od 2017. do 2022. godine [National Plan Against Discrimination for period between 2017 and 2022].”

<sup>22</sup> Amnesty International, “Amnesty International Report 2017/2018: The State of the World's Human Rights.”



**e) Recommendations and possible interventions needed in the field.**

- 1) As shown in the previous chapters, international and Croatian organizations understand the importance of civic education as a way to combat social issues connected to reconciliation and hate speech. Therefore, it is crucial to **continuously advocate for systematic and formal civic education in all Croatian primary schools and high schools**. However, until this political decision is made, it is necessary to **encourage and support local communities to develop and implement their own civic education programs**.
- 2) **Adapt interventions and methods to specific community it is implemented in.** This includes responding to specific local needs, taking into consideration useful and available resources and actors that can contribute to the intervention, as well as being aware of obligations youth might have at certain time periods (especially in rural areas). Interventions adapted to specific communities have higher potential to inspire participation, respond to actual needs, and bolster cooperation between higher number of local state and non-state actors thus contributing to their future collaboration.
- 3) **Establishing a tight network with other CSOs and state institutions that tackle these issues** significantly contributes to development of social capital, trust, knowledge and expertise exchange among different actors thus significantly increasing public visibility and impact of such interventions. This includes organization of conferences, platforms and common resource pools to be commonly used by various actors. Therefore, the mapping of good practices, tools and methods available in this report presents a perfect example of such resource and should be actively shared with all relevant actors, as well as made publicly available.
- 4) Similarly, **development of tight network and collaboration between municipalities and cities in surrounding areas** can further contribute to the scale of the intervention and capacities of local communities. Similar was recognized by Horvat and Kalamujić highlighting how creating such networks and “pooling common potentials and local communities’ resources inevitably strengthens their capacities for finding adequate solutions to respond to real social challenges and needs.”<sup>23</sup>
- 5) As seen throughout the report, social networks and internet domain have a direct and extensive influence on youth in Croatia where youth spends a large amount of its time and regularly confronts discriminatory content. Therefore, **more interventions are currently needed in the area of combating and learning how to deal with discrimination online**. At the same time, **internet and social media present a promising tool for youth education and mobilization**.
- 6) Regarding formulation and implementation of interventions, youth should be included in the processes such as formulation of strategical documents and intervention objectives, development of tools and methods to be used, implementation of activities and so on. **Youth participation in different aspects of the intervention** not only contributes to the social relevance and effectiveness of the intervention itself, but directly contributes to usual goals of these interventions including

<sup>23</sup> Horvat and Kalamujić, “Examples of Good Practices in Combating Discrimination at the Local Level.”

development of various skills and competences, empowerment, inclusion, participation or sense of ownership over an intervention.

- 7) Consulted examples of tools and resources showed how most successful interventions based on work with youth encompassed **modern, creative and innovative tools and methods that directly included active interaction and participation of participants and contributed to development of practical skills and competences.**

### Tools and resources available for other youth workers and organisations to use

The following table lists identified tools and resources available to youth workers and organizations from the past decade in Croatia. While this table simply lists projects during which such tools and resources were created and implemented, the table in the Appendix 3 shows a more detailed description of each project and associated tool/resource.

<b>Local level</b>	<p>Izgradnja mira: razgovori s mladima u Hrvatskoj o temama rata u 1990-ima, pomirenja i tranzicijske pravde [<b>Building Peace: conversations with youth in Croatia in topics of 1990 war, reconciliation and transitional justice</b>] –Polka Karlovac, Documenta – 2019 - <a href="https://aktivirajkarlovac.net/2019/05/odrzana-prva-radionica-u-sklopu-projekta-izgradnja-mira/">https://aktivirajkarlovac.net/2019/05/odrzana-prva-radionica-u-sklopu-projekta-izgradnja-mira/</a></p> <p><b>Enhancing youth capacities for promotion of human rights</b> – Youth Initiative for Human Rights 2016 - <a href="http://yih.hr/en/enhancing-youth-capacities-for-promotion-of-human-rights/">http://yih.hr/en/enhancing-youth-capacities-for-promotion-of-human-rights/</a></p> <p>Upoznaj i prihvati [<b>Meet and Accept</b>] – Red Cross Sisak – 2016 - <a href="http://crveni-kriz-sisak.com/projekt-upoznaj-i-prihvati/">http://crveni-kriz-sisak.com/projekt-upoznaj-i-prihvati/</a></p> <p><b>Extracurricular civic education in primary schools in Rijeka</b> – the City of Rijeka - 2016 - <a href="https://www.rijeka.hr teme-za-gradane/odgoj-i-obrazovanje/osnovne-skole/programi-i-projekti-u-osnovnim-skolama/gradanski-odgoj-obrazovanje/">https://www.rijeka.hr teme-za-gradane/odgoj-i-obrazovanje/osnovne-skole/programi-i-projekti-u-osnovnim-skolama/gradanski-odgoj-obrazovanje/</a></p> <p><b>Osijek to GOO</b> – the City of Osijek, Breza, Dokkica, Nansen Dialogue Centre and Volunteering Centre Osijek - 2018 - <a href="https://www.osijek.hr/osijek-to-goo/">https://www.osijek.hr/osijek-to-goo/</a></p> <p><b>Extracurricular civic education in primary schools in Sisak</b> – the City of Sisak –</p>
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2018

<https://sisak.hr/gradanski-odgoj-i-obrazovanje-u-svim-sisackim-osnovnim-skolama/>

Lokalni info-centar za mlade grada Zaprešića [**Local Info-Point for Zaprešić Youth**]  
– Zaprešić Youth Centre and Secondary School Ban Josip Jelačić Zaprešić – 2017 -

[http://www.czmz.hr/novi\\_czmz/blog/lokalni-info-centar-za-mlade-grada-zapresica/](http://www.czmz.hr/novi_czmz/blog/lokalni-info-centar-za-mlade-grada-zapresica/)

Aktivni mladi za lokalni razvoj [**Active Youth for Local Development**] – Local Democracy Agency Sisak, the City of Sisak, the Municipality of Lekenik, the Municipality of Martinska Ves, and Radio Sisak 2017 - <https://sisak.hr/aktivni-mladi-za-lokalni-razvoj/>

Drama u učionici! [**Drama in the classroom!**] – Rehabilitation Centre for Stress and Trauma Zagreb, Theatre Barakuda 2012, Secondary School Ivan Trnski in Hrvatska Kostajnica, Primary School Dvor – 2015 - <http://rctzg.hr/-/en/da-te-volim-ako-nebo-da/>, <http://rctzg.hr/-/en/i-ljubav-boli-zar-ne/>

Ne mržnji! [**No to Hate!**] - Youth Network Croatia, Organization for promoting Humanity and Urban Culture, The Ministry of Demographics, Family, Youth and Social Policy of the Republic of Croatia – 2014 - <https://mdomsp.gov.hr/vijesti-8/edukacija-mreze-mladih-hrvatske-u-sklopu-projekta-ne-mrznji/1434>

Nema zdravlja bez mentalnog zdravlja [**There is No Health without Mental Health**]  
– Zaprešić Youth Centre and Secondary School Ban Josip Jelačić Zaprešić – 2019 -  
<https://www.facebook.com/centarzamladez/>

AktivUNA! Djelovanjem mladih za bolju kvalitetu života u Pounju [**ActivUNA! Youth Work for Higher Life Quality in Pounj**] – Rehabilitation Centre for Stress and Trauma, LAG Una, the City of Hrvatska Kostajnica – 2019 - <https://rctzg.hr/-/en/volonterske-akcije-mladih-u-drustvenom-centru-kostajnica/>



	<p>Kad se mlade ruke slože [<b>When Young Hands Join Together</b>] – the City of Samobor (an example of local youth program) - 2019 - <a href="https://www.samobor.hr/grad/kad-se-mlade-ruke-sloze-c390">https://www.samobor.hr/grad/kad-se-mlade-ruke-sloze-c390</a></p>
<b>National level</b>	<p>Dosta je mržnje! [<b>Enough with the hatred!</b>] – Gong, Human Rights House Zagreb, Association for Independent Media Culture 2015 - <a href="https://www.gong.hr/en/about-gong/what-does-gong-do/enough-with-the-hatred/">https://www.gong.hr/en/about-gong/what-does-gong-do/enough-with-the-hatred/</a></p> <p>Dislajkam mržnju – Ne govoru mržnje na internetu [<b>I Dislike Hate – No to Hate Speech on the Internet</b>] – Ministry for Demography, Family, Youth and Social Policy 2013 - <a href="http://www.dislajkammrznju.hr/">http://www.dislajkammrznju.hr/</a></p> <p>Trening za trenere u području ljudskih prava [<b>Training for Trainers in the Area of Human Rights</b>] – Human Rights House Zagreb – 2017 - <a href="https://www.kucaljudskihprava.hr/2017/08/30/trening-za-trenere-u-podrucju-edukacije-o-ljudskim-pravima-poziv-na-prijave-za-edukaciju/">https://www.kucaljudskihprava.hr/2017/08/30/trening-za-trenere-u-podrucju-edukacije-o-ljudskim-pravima-poziv-na-prijave-za-edukaciju/</a></p> <p><b>Online brochure for children and youth on violence on internet and cyberbullying</b> – Center Luka Ritz - 2010 - <a href="https://mdomsp.gov.hr/userdocsimages/arhiva/files/75819/Nasilje%20preko%20interneta.pdf">https://mdomsp.gov.hr/userdocsimages/arhiva/files/75819/Nasilje%20preko%20interneta.pdf</a></p> <p>Drugi [<b>Others</b>] – Croatian Radiotelevision - 2017 - <a href="https://projektdrugi.hrt.hr/">https://projektdrugi.hrt.hr/</a></p> <p>TV show Školski sat – Građanski odgoj [<b>TV show School Hour – Civic Education</b>] - Croatian Radiotelevision - <a href="https://skolski.hrt.hr/serijali/23/skolski-sat-gradanski-odgoj">https://skolski.hrt.hr/serijali/23/skolski-sat-gradanski-odgoj</a></p> <p>Dan sigurnijeg interneta [<b>Safer Internet Day</b>] – Center for Safer Internet Osijek – 2020 - <a href="https://www.dansigurnijeginterneta.org/index.php/informacije/">https://www.dansigurnijeginterneta.org/index.php/informacije/</a></p>



	<p>Društveni putokazi: SMJER – Internet ljudskih prava [<b>Social Signposts: DIRECTION –Human Rights Internet</b>] – Youth Network Croatia, Fade-In, CEZAM, Home for the Care of Children and Youth, AKC Attack – 2015 - <a href="https://www.youtube.com/watch?v=NypYUzK_7cg">https://www.youtube.com/watch?v=NypYUzK_7cg</a></p> <p><b>Against Hate</b> - Centre for Peace Studies, Human Rights House Zagreb, Gong and Victim Support Finland – 2018 - <a href="https://www.kucaljudskihprava.hr/en/2018/05/14/project-against-hate/">https://www.kucaljudskihprava.hr/en/2018/05/14/project-against-hate/</a></p> <p>Hrabri čuvari [<b>Brave Guardians</b>] – Brave Phone - 2014 - <a href="https://udruga.hrabritelefon.hr/hrabri-cuvari/">https://udruga.hrabritelefon.hr/hrabri-cuvari/</a></p> <p>Uklonimo govor mržnje [<b>Remove hate speech</b>] – Volunteering Center Zagreb – 2010 - <a href="https://vcz.hr/lokalno-volontiranje/izdvojeni-projekti/uklonimo-govor-mrznje/">https://vcz.hr/lokalno-volontiranje/izdvojeni-projekti/uklonimo-govor-mrznje/</a></p>
<b>Regional level</b>	<p>Prošlost se nastavlja [<b>The History Continues</b>] – Youth Initiative for Human Rights - 2015 - <a href="http://yihhr.hr/hr/zajednicki-narativi-proslost-se-nastavlja/">http://yihhr.hr/hr/zajednicki-narativi-proslost-se-nastavlja/</a></p> <p><b>Regional Youth Exchange Association</b> – Youth Initiatives for Human Rights Croatia, Serbia, Kosovo, Montenegro and Bosnia and Herzegovina – 2014 - <a href="http://yihhr.hr/en/regional-youth-exchange-assotiation/">http://yihhr.hr/en/regional-youth-exchange-assotiation/</a></p> <p>Mladi u zajednici bez barijera [<b>Youth in Communities without Boundaries</b>] – Agency for Mobility and EU program, the City of Opatija, the City of Crikvenica, the Municipality of Ajdovščina and the Municipality of Kidričevo – 2013 - <a href="http://www.opatija.hr/hr/vijesti/novosti/predstavljen-projekt-%E2%80%9Emladi-u-zajednici-bez-barijera%E2%80%9C9C,985.html">http://www.opatija.hr/hr/vijesti/novosti/predstavljen-projekt-%E2%80%9Emladi-u-zajednici-bez-barijera%E2%80%9C9C,985.html</a></p> <p>CeZaM Centri za mlade u zajednici [<b>CeZaM Community Youth Centers</b>] - Rehabilitation Center for Stress and Trauma Zagreb and Hi Neighbour (Bosnia and Herzegovina) – 2016 - <a href="http://rctzg.hr/-/en/centi-za-mlade-u-zajednici-cezam/">http://rctzg.hr/-/en/centi-za-mlade-u-zajednici-cezam/</a></p>



	<p><b>Project Europe Equals Equality</b> – Youth Initiative for Human Rights - 2014 - <a href="http://yihr.hr/hr/europe-equals-equality/">http://yihr.hr/hr/europe-equals-equality/</a></p>
<b>European level</b>	<p><b>Venues of victims/Venues of perpetrators. Mapping, decoding &amp; processing the role of historical-civic education in (European) youth work</b> – Documenta together with partners from 11 other European countries – 2018 - <a href="https://www.documenta.hr/en/venues-of-victims-venues-of-perpetrators.html">https://www.documenta.hr/en/venues-of-victims-venues-of-perpetrators.html</a></p> <p>Pokreni promjenu: prihvaćanje različitosti kroz interkulturalno obrazovanje i volontiranje [Start the Change: accepting diversity through intercultural education and volunteering] - Forum for Freedom in Education 2017/2018 - <a href="https://startthechange.net/project/">https://startthechange.net/project/</a></p> <p><b>#YouthAgainstCyberbullying</b> – Forum for International Cooperation Denmark and SOLIDARNA foundation for human rights and solidarity – 2020 - <a href="https://www.solidarna.hr/site/article/poziv-na-sudjelovanje-u-erasmus-projektu-youthagainstcyberbullying/hr-HR">https://www.solidarna.hr/site/article/poziv-na-sudjelovanje-u-erasmus-projektu-youthagainstcyberbullying/hr-HR</a></p>

### Short summary of WALK ON project.

*WALK ON* is a capacity building project financed by European Union under the Erasmus plus Program. The lead organization is Beyond Barriers Albania in cooperation with five other partners from: Kosovo-Lens, North Macedonia-YCC, Serbia-EKC, Croatia- LDA Sisak and Bosnia & Herzegovina-Mladi Volonteri.

Reconciliation in the Western Balkans is a very fragile topic. The seeds of hatred are shared till nowadays among the generations that make the present and the future of the region.

This project aims to build the competences of youth workers, teachers, young people and community youth leaders in the Western Balkans, to address and work with reconciliation, countering hate speech and promoting peace building. Peace building cannot be reached if we don't all work together, therefore this project proposes a thorough approach in involving different stakeholders of the community and equipping them with skills and expertise how to fight these negative phenomena in their environment. The project seeks to establish a successful practice and a network of association in the Western Balkan and the EU who are committed into promoting reconciliation, sharing know how and fighting hate speech different levels.



## APPENDIX 1: A list of consulted resources

### Publications

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Georgiev, Mitre, Dražen Hoffman, Snježana Vasiljević, and Luka Antonina. *Govor mržnje i neprihvatljiv govor: vodič za političare/ke [Hate Speech and Unacceptable Speech: a guidebook for politicians]*. Edited by Mitre Georgiev, Ivan Novosel, and Tina Đaković. Zagreb: Human Rights House Zagreb, 2016.

Gong. “Građansko obrazovanje u Hrvatskoj: policy preporuke [Civic Education in Croatia: policy recommendations].” Zagreb: Gong, 2018.

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Ombudswoman’s Office. “Annual Report of the Ombudswoman of Croatia for 2018.” Republic of Croatia Ombudsman, 2018.

Roksandić Vidlička, Sunčana, and Krešimir Mamić. “Zlouporaba društvenih mreža u javnom poticanju na nasilje i mržnju i širenju lažnih vijesti: potreba translatiranja njemačkog zakona o jačanju provedbe zakona na društvenim mrežama [Abuse of Social Networks in Public Incitements to Violence and Hatred and in the Spreading of False News: the need for the transposition of the German Act on improving law

enforcement on social networks?].” *Croatian Annual of Criminal Sciences and Practice* 25, no. 2 (2018): 329–57.

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Official Gazette 5/90, 30/90, 47/90, 29/94. “Act on Offenses against Public Order and Peace”

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Official Gazette 51/00, 56/00. “Law on Education in Language and Script of National Minorities – Detailing Use of Three Models of Education of National Minorities Members”

———. “Law on Use of Languages and Scripts of National Minorities”

Official Gazette 59/04, 84/11, 81/13. “Media Law”

Official Gazette 79/06, 99/18. “Law on the Fund for Stipends for Croatian Veterans of the Homeland War and Children of Croatian Veterans of the Homeland War”

Official Gazette 80/11, 34/12, 98/19. “Law on Register of Councils, Coordination of Councils and Representatives of National Minorities”

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Official Gazette 85/08, 112/12. “Anti-Discrimination Act”

Official Gazette 99/18. “Law on the Fund for Croatian Veterans of the Homeland War and Members of Their Families”



Official Gazette 100/96, 174/04. “Law on Marking Sites of Mass Graves of the Victims of the Homeland War”

Official Gazette 117/03, 71/06, 43/09, 34/11. “Act on Prevention of Disorder at Sport Event,”

Official Gazette 121/17, 98/19. “Act on Croatian Homeland War Veterans and Their Family Members”

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Official Gazette 153/09, 84/11, 94/13, 136/13. “Electronic Media Act”

Official Gazette 155/02, 47/10, 80/10, 93/11, 93/11. “Constitutional Act on the Rights of National Minorities”

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[http://www.novolist.hr/Vijesti/Hrvatska/Najavljen-Zakon-o-sprjecavanju-govora-mrznje-na-drustvenim-mrezama-Jos-cemo-na-tome-poraditi-ali?meta\\_refresh=true](http://www.novolist.hr/Vijesti/Hrvatska/Najavljen-Zakon-o-sprjecavanju-govora-mrznje-na-drustvenim-mrezama-Jos-cemo-na-tome-poraditi-ali?meta_refresh=true)

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<https://www.kucaljudskihprava.hr/wp-content/uploads/2019/03/Ljudska-prava-u-Hrvatskoj-2018.pdf>

[https://www.kucaljudskihprava.hr/wp-content/uploads/2018/04/KLJP\\_PregledStanja\\_ENGWeb.pdf](https://www.kucaljudskihprava.hr/wp-content/uploads/2018/04/KLJP_PregledStanja_ENGWeb.pdf)

<https://www.kucaljudskihprava.hr/2019/07/30/dostajemrznje-org-alat-za-prijavljivanje-govora-mrznje/>

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<https://www.rijeka.hr teme-za-gradane/odgoj-i-obrazovanje/osnovne-skole/programi-i-projekti-u-osnovnim-skolama/gradanski-odgoj-obrazovanje/>

<https://sisak.hr/gradanski-odgoj-i-obrazovanje-u-svim-sisackim-osnovnim-skolama/>

<https://www.osijek.hr/osijek-to-goo/>

<http://yihhr.hr/en/enhancing-youth-capacities-for-promotion-of-human-rights/>

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[www.ombudsman.hr](http://www.ombudsman.hr)

<https://pravosudje.gov.hr/UserDocsImages/dokumenti/Pravo%20na%20pristup%20informacijama/Plan%20zakonodavnih%20aktivnosti%20za%202019.%20godinu.pdf>



## APPENDIX 2: A list of participating organizations and the sent questionnaire

The following organizations responded to the questionnaire:

1. Brave Phone
2. The City of Sisak
3. Croatian Youth Network
4. Documenta
5. Dolphin Pakrac
6. Gong
7. Human Rights House Zagreb
8. IKS
9. Institute for Social Research in Zagreb
10. Red Cross Sisak
11. Rehabilitation Centre for Stress and Trauma
12. Zaprešić Youth Center

Questionnaire sent to organizations:

Project Title	Organizations which participated in the project	Description of main tools.	A few sentences on why these tools and resources should be mentioned in the context of good practices.	Level on which the activities were implemented (local, regional, national and European).	Availability of materials (local, regional, national and European).





### APPENDIX 3: A detailed table on identified tools and resources

#### LOCAL LEVEL

*Izgradnja mira: razgovori s mladima u Hrvatskoj o temama rata u 1990-ima, pomirenja i tranzicijske pravde [Building Peace: conversations with youth in Croatia on topics of 1990 war, reconciliation and transitional justice] –Polka Karlovac, Documenta - 2019*

<https://aktivirajkarlovac.net/2019/05/odrzana-prva-radionica-u-sklopu-projekta-izgradnja-mira/>

[https://www.recom.link/wp-content/uploads/2019/10/Izgradnja\\_Mira.pdf](https://www.recom.link/wp-content/uploads/2019/10/Izgradnja_Mira.pdf)

The project included youth participation in three workshops in Karlovac, Rijeka and Zagreb. The main method of the workshop was nonformal, inclusive and creative. Its main purpose was to encourage students to think about personal experience and emotions of different people during the war. The method asked students to select a photograph dating from the war period, discuss it and make up a character that they will place in the photograph. Then, by using different fabrics, the participants created a doll standing as a representation of that character.

*Enhancing youth capacities for promotion of human rights – Youth Initiative for Human Rights 2016*

<http://vihr.hr/en/enhancing-youth-capacities-for-promotion-of-human-rights/>

[http://vihr.hr/wp-content/uploads/2016/11/Trening-MHPTP-agenda\\_final1.pdf](http://vihr.hr/wp-content/uploads/2016/11/Trening-MHPTP-agenda_final1.pdf)

The aim of the project was to empower youth, mostly students, for an active and efficient promotion of human rights. The first part of the project included a cycle of trainings on human rights and various advocacy, organisational, debating, moderating and analytical skills. The second part of the project included public events on crucial topics of human rights in Croatia (as defined in international reports) during which the participants of mentioned trainings had an opportunity to show what they learnt. Events included screening and discussion of movie *Die Welle* and the round table *Talk at the Top: human rights and regional youth cooperation*.

*Upoznaj i prihvati [Meet and Accept] – Red Cross Sisak – 2016*



<http://crveni-kriz-sisak.com/projekt-upoznaj-i-prihvati/>

<http://crveni-kriz-sisak.com/zapoceo-novi-ciklus-projekta-upoznaj-i-prihvati/>

The organization carried out educational activities in high schools in the Sisak-Moslavina County on prevention and understanding stereotypes, prejudices, discrimination, as well as learning on topics of multiculturalism, interculturalism and tolerance. During class, the educators organized different workshops, debates, and exercises using a handbook *U čemu je razlika ako sam različit* [What is the difference if I'm different].

The final part of the program included a knowledge quiz of applying what was learnt and final debate by the participants of the debate club. Each year after the final annual event, participants together attend a study trip such as a trip to Genova to visit international organizations or to Sarajevo for an educational workshop in cooperation with local high schools.

Extracurricular civic education in primary schools in Rijeka – the City of Rijeka 2016

<https://www.rijeka.hr teme-za-gradane/odgoj-i-obrazovanje/osnovne-skole/programi-i-projekti-u-osnovnim-skolama/gradanski-odgoj-obrazovanje/>

School textbooks: <https://www.rijeka.hr/wp-content/uploads/2018/09/Priru%C4%8Dnik-U%C4%8Denik-gra%C4%91anin-2017.pdf>,  
<https://www.rijeka.hr/wp-content/uploads/2018/09/Priru%C4%8Dnik-U%C4%8Denici-gra%C4%91ani-informirani-aktivni-i-odgovorni.pdf>

Promotional videos: <https://www.youtube.com/watch?v=AJkq5GJB6K8>,  
<https://www.youtube.com/watch?v=ikXwq-6Jqhk>

As described earlier in the report, the City of Rijeka represents a positive pioneering example of introducing extracurricular civic education and related topics of tolerance and non-discrimination in local primary schools since 2016. As a part of this intervention, the City published two school textbooks: for students of 5<sup>th</sup>/6<sup>th</sup> and for students of 7<sup>th</sup>/8<sup>th</sup> grade (links provided above). The City developed related portfolios for students and guidelines for teachers that are applicable to all Croatian cities and counties.



***Osijek to GOO – the City of Osijek and CSOs Breza, Dokkica, Nansen Dialogue Centre and Volunteering Centre Osijek 2018***  
<https://www.osijek.hr/osijek-to-goo/>

The City of Osijek and mentioned local organizations created and implemented a model of civic education through nonformal educational activities in local primary schools. The project also included education of teachers of associated schools in 7 different modules:

- Introduction to democracy – civic literacy
- Introduction to human rights
- Media literacy
- Interculturality and creating relationships in class, school and community
- Sustainable community development
- Volunteering and active engagement in community
- Financial literacy

**Extracurricular civic education in primary schools in Sisak – the City of Sisak 2018**  
<https://sisak.hr/gradanski-odgoj-i-obrazovanje-u-svim-sisackim-osnovnim-skolama/>

The City of Sisak implemented the City of Rijeka's model of extracurricular civic education in primary schools. The program started in 2018 and continued and developed in the following years. The city provided a training to schoolteachers for the implementation of the program.

***Lokalni info-centar za mlade grada Zaprešića [Local Info-Point for Zaprešić Youth] – Zaprešić Youth Centre and Secondary School Ban Josip Jelačić Zaprešić 2017***  
[http://www.czmz.hr/novi\\_czmz/blog/lokalni-info-centar-za-mlade-grada-zapresica/](http://www.czmz.hr/novi_czmz/blog/lokalni-info-centar-za-mlade-grada-zapresica/)  
<https://www.coe.int/en/web/compass/list-of-activities>

As a part of the project, high-school students were included in the workshops on human rights with a special focus on minority rights, refugees, persons with disability and gender equality. The



workshops were structured in an interactive way through creative activities and teamwork. The activities were formulated on the basis of material available on the Council of Europe official website (link provided above).

*Aktivni mladi za lokalni razvoj [Active Youth for Local Development]* – Local Democracy Agency Sisak, the City of Sisak, the Municipality of Lekenik, the Municipality of Martinska Ves, and Radio Sisak 2017

[http://www.lda-sisak.hr/index\\_lang\\_hr\\_page\\_publications.html](http://www.lda-sisak.hr/index_lang_hr_page_publications.html) - detailed handbook on project activities

<https://sisak.hr/aktivni-mladi-za-lokalni-razvoj/>

The aim of the project was to contribute to active youth participation and to raise the quality of life in Sisak, Lekenik and Martinska Ves. Three groups of young people between the age of 16 and 26 were included in a long-term education and activities model. Each group belonged to one of three participating communities. Project included education in topics as leadership training and capacity building, development of competences, empowerment, and raising awareness on local needs and opportunities, as well as volunteering activities and public events.

The linked handbook includes a detailed curriculum and description of practical exercises and games used during the educational model for youth. Topics covered by the curriculum for youth education were:

- Democracy, Human Rights and Active Role of Youth in Social Live
- Analysis of Youth Needs in Society
- Managing Project Cycle
- Planning Local Youth Activities
- Opportunities for Volunteering, Education and Employment of Youth through EU programs
- Networking, Cooperation and Advocacy

The handbook also includes interactive methods used during education of the educators, volunteering activities, plan for youth mobilization and motivation to stay in their communities, questionnaire of self-evaluation of knowledge before and after the education, and more. The project established an online platform for connecting young participants from the three



communities engaging them in exchange of experience and ideas.

*Drama u učionici! [Drama in the classroom!]* – Rehabilitation Centre for Stress and Trauma Zagreb, Theatre Barakuda 2012, Secondary School Ivan Trnski in Hrvatska Kostajnica, Primary School Dvor 2015

<http://rctzg.hr/-/en/da-te-volim-ako-nebo-da/>

<http://rctzg.hr/-/en/i-ljubav-boli-zar-ne/>

The project aimed to educate and train school personnel on peer-violence prevention and use of creative activities of drama-based pedagogy and games in working with youth. These activities included forum theatre, workshops, demonstrations, learning from practice and experience, theatre improvisations etc. As an output of these workshops, theatre groups of local high school students performed plays *Love Hurts as Well, Right?* and *To Love You if Heaven Allows* in their local communities and in front of their peers.

*Ne mržnji! [No to Hate!]* - Youth Network Croatia, Organization for promoting Humanity and Urban Culture, The Ministry of Demographics, Family, Youth and Social Policy of the Republic of Croatia 2014

<https://mdomsp.gov.hr/vijesti-8/edukacija-mreze-mladih-hrvatske-u-sklopu-projekta-ne-mrznji/1434>

During this project, the organizer implemented direct nonformal education and work with youth putting the special focus on topics of empathy and understanding of feelings and needs of others. Included activities were mobilization of local communities, cooperation with county expert councils for democratic citizenship, creation and distribution of promotional material and media campaign.

*Nema zdravlja bez mentalnog zdravlja [There is No Health without Mental Health]* – Zaprešić Youth Centre and Secondary School Ban Josip Jelačić Zaprešić – 2019

[https://startthechange.net/wp-content/uploads/2018/03/pokreni\\_promjenu\\_zbirka\\_hr.pdf](https://startthechange.net/wp-content/uploads/2018/03/pokreni_promjenu_zbirka_hr.pdf) - the handbook used during workshops



<https://www.facebook.com/centarzamladez/> - educational videos

75 students attended two educational workshops on the topics of tolerance and accepting diversity. The aim of the workshops was to raise awareness on diversity acceptance as well as on positive ways diversities can affect our image and perception of reality. During the project, Zaprešić Youth Centre created educational videos directed to mental health and acceptance (linked above).

*AktivUNA! Djelovanjem mladih za bolju kvalitetu života u Pounju [ActivUNA! Youth Work for Higher Life Quality in Pounj] – Rehabilitation Centre for Stress and Trauma, LAG Una, the City of Hrvatska Kostajnica 2019*

<https://rctzg.hr/-/en/volonterske-akcije-mladih-u-drustvenom-centru-kostajnica/>

<https://www.facebook.com/rct.zagreb/posts/2050792365019038/>

The project carried out a campaign of informing, motivating and training youth for writing Erasmus+ projects, visits to the Agency for Mobility and EU programs, day-long workshops on resources of local communities and entrepreneurial skills, and volunteering activities with people with disability or sustainability and environment actions. During the workshops, special attention was put to topics of tolerance, acceptance of diversities and minorities, and attitudes towards immigrants and asylum seekers.

National Youth Program for the period between 2014 and 2017 influences the structure of local youth programs. It assumes that local communities develop and implement such program but leaves them with a high level of autonomy to decide the way to do it. Some of positive examples of local initiative to formulate and implement a high quality of youth programs can be seen in the City of Karlovac, the City of Lepoglava, the City of Rijeka, the City of Velika Gorica, the City of Opatija and more. Below is an example of the City of Samobor initiative.

*Kad se mlade ruke slože (When Young Hands Join Together) – the City of Samobor 2019-2023*

<https://www.samobor.hr/grad/kad-se-mlade-ruke-sloze-c390>

<https://www.samobor.hr/assets/brosure/gradski-program-za-mlade/>

The aim of the project was creation of the local document indicating the City's strategy for future work and activities with youth by city and main civil society organizations. These political decisions were formulated through a dialogue with young citizens who were called to join and



participated in the document creation, in defining youth's fundamental needs and desired activities and measures. Implemented activities included open education on tolerance, respect of diversity, and active and responsible civic participation. The project resulted in concrete, realistic and detailed local youth policy including youth in the decision-making process, strengthening collaboration and partnership between the City and CSOs, and indicating deadlines and responsibilities for each defined measure.

## NATIONAL LEVEL

*Dosta je mržnje! [Enough with the hatred!]* – Gong, Human Rights House Zagreb, Association for Independent Media Culture 2015

<https://www.gong.hr/en/about-gong/what-does-gong-do/enough-with-the-hatred/>

<https://www.dostajemrznje.org/> - user-friendly online tool

[https://www.youtube.com/watch?time\\_continue=1&v=vzbn5Ne4kT0&feature=emb\\_logo](https://www.youtube.com/watch?time_continue=1&v=vzbn5Ne4kT0&feature=emb_logo) – promotional video

Enough with hatred! was a project with the aim to contribute to recognition and condemnation of hate speech through monitoring of hate speech in media and online. The two main objectives were to point at specific examples of various forms of unacceptable public speech and to train CSO representatives and youth to detect the discriminatory/hate speech and react to it through submissions to the competent public bodies. As a result of the second objective, the project produced an easy-to-use online tool for reporting hate speech with an educational element as it informs and educates on hate speech through answers provided as answers to reports.

*Dislajkam mržnju – Ne govoru mržnje na internetu [I Dislike Hate – No to Hate Speech on the Internet]* –Ministry for Demography, Family, Youth and Social Policy 2013

<http://www.dislajkammrznju.hr/>

[https://www.youtube.com/watch?v=rH4exQH\\_eI8](https://www.youtube.com/watch?v=rH4exQH_eI8) – promotional video

The national project *Dislajkam mržnju* was targeted at youth between the age of 13 and 19. The main aim of the project was to raise awareness and educate on hate speech on internet. The project's website contains information on hate speech and practical advice on how to react when witnessing it. Most project activities were implemented in schools, but there were some public activities including events and a flash-mob.



**Trening za trenere u području ljudskih prava [Training for Trainers in the Area of Human Rights] – Human Rights House Zagreb – 2017**

<https://www.kucaljudskihprava.hr/2017/08/30/trening-za-trenere-u-podrucju-edukacije-o-ljudskim-pravima-poziv-na-prijave-za-edukaciju/>

<https://www.coe.int/en/web/no-hate-campaign/bookmarks-connexions>

<https://book.coe.int/en/human-rights-democratic-citizenship-and-interculturalism/6583-compass-manual-for-human-rights-education-with-young-people-2012-edition-fully-revised-and-updated.html>

Human Rights House Zagreb organized and implemented a training for educators and persons who work with youth on how to teach about human rights. Methods used during the training were based on activities and tools presented in handbooks by the Council of Europe *Compass* and *Bookmarks* (links provided above). During a four-day-training, young participants tackled topics of discrimination, equality, media literacy, freedom of expression and hate speech through lectures and workshops.

**Online brochure for children and youth on violence on internet and cyberbullying – Centre Luka Ritz 2010**

<https://mdomsp.gov.hr/userdocsimages/arhiva/files/75819/Nasilje%20preko%20interneta.pdf> -  
online handbook for children and youth on hateful comments and violence on internet

***Drugi [Others]* – Croatian Radiotelevision 2017**

<https://projektdrugi.hrt.hr/>

The program *Drugi* targeted primary school and high school students and teachers raising awareness and educating on topics of tolerance and non-discrimination of national minorities, religious minorities, persons with disability, persons of poor health, Roma, foreigners, LGBTQ, elderly, socially endangered persons and more. During this program, educational animated and documentary short videos were produced on these topics and are available on the website linked above. Furthermore, children and youth themselves produced and uploaded around hundred videos. The website also contains material for conducting a school class on these topics.



TV show *Školski sat – Građanski odgoj* [School Hour – Civic Education] - Croatian Radiotelevision

<https://skolski.hrt.hr/serijali/23/skolski-sat-gradanski-odgoj>

Around 2015, Croatian Radiotelevision emitted the TV show *Školski sat* directed to primary school and high-school students that regularly touched upon topics such as tolerance, non-discrimination, minorities, civic participation, feminism, ecology, media literacy and more. 30-minute episodes are available on the website (linked above) together with short educational videos.

*Dan sigurnijeg interneta* [Safer Internet Day] – Centre for Safer Internet Osijek - 2020

<https://www.dansigurnijeginterneta.org/index.php/informacije/>

<http://www.csi.hr/>

The Centre for Safer Internet regularly organizes educational activities for children and youth during the Safer Internet Day. With an aim to contribute to creating a safer internet space, the centre developed various material on educating youth and its educators on recognizing and combating hate speech and electronic violence together. These methods include online quiz, workshops, and competitions. Through Let's end violence together! campaign, the centre aimed at promoting a helpline for electronic violence victims, mostly youth, offering expert and psychological help.

*Društveni putokazi: SMJER – Internet ljudskih prava* [Social Signposts: DIRECTION –Human Rights Internet] – Youth Network Croatia, Fade-In, CEZAM, Home for the Care of Children and Youth, AKC Attack

[https://www.youtube.com/watch?v=NvpYUzK\\_7cg](https://www.youtube.com/watch?v=NvpYUzK_7cg) – animated short film on hate speech

This project included a string of creative activities with a goal to educate and advocate for no hate speech on internet. Activities included production, screening and distribution of a documentary movie, creation of podcast series, as well as thematic meetings with youth organizations and formulation of position document. Among project's valuable outputs is the animated short movie *Ptice* [Birds] which illustrated online hate speech and provided youth a creative media content to learn from.



***Against Hate*** - Centre for Peace Studies, Human Rights House Zagreb, Gong and Victim Support Finland 2018

<https://www.kucaljudskihprava.hr/en/2018/05/14/project-against-hate/>

<https://www.gong.hr/hr/aktivni-gradani/kako-prepoznati-govor-mrznje-i-reagirati-na-njega/>

[https://www.gong.hr/media/uploads/govor\\_mrznje\\_infografika.png](https://www.gong.hr/media/uploads/govor_mrznje_infografika.png) - short published list for identifying hate speech and learning how to react when witnessing it

[http://haw.nsk.hr/arhiva/vol2018/7293/75494/www.dostajemrznje.org/wp-content/uploads/2016/09/govor\\_mrznje\\_vodic\\_final.pdf](http://haw.nsk.hr/arhiva/vol2018/7293/75494/www.dostajemrznje.org/wp-content/uploads/2016/09/govor_mrznje_vodic_final.pdf) - a guidebook for politicians

The project's objective was to combat hate crime and hate speech. It focused on the development of hate crime and speech reporting, on the enhancement of the police capacity to tackle these issues, on pressing prosecutors and judges to act against hate crime and hate speech. Project's outputs could prove to be a useful tool for future projects and educators. The outputs included two published checklists for recognizing hate speech (one for the wider public, other for the media) and production of compendium of European good practices in prevention of hate crime and hate speech. During the project, curriculums were created and trainings were conducted on the topic of hate speech and freedom of expression for students of journalism and political science.

***Hrabri čuvari [Brave Guardians]*** – Brave Phone

<https://udruga.hrabritelefon.hr/hrabri-cuvari/>

<https://udruga.hrabritelefon.hr/memory/> - memory game on safer internet

This program included a training for primary and high-school teachers on hate speech on internet and cyberbullying. Participants were trained to deliver educational activities in the classrooms, empowered to identify various shapes of cyberbullying, and thought to understand potential emotional, psychological and behavioural consequences and signs. The program also included activities such as educational workshops for children and youth, support to parents and children, creation of child/youth council Brave Guardians, and creation of original educational material.

***Uklonimo govor mržnje [Remove hate speech]*** – Volunteering Centre Zagreb – 2010

<https://vcz.hr/lokalno-volontiranje/izdvojeni-projekti/uklonimo-govor-mrznje/>



The main aim of the project was removal of hateful graffiti from public space. The first phase of the project was open for citizen entries on places and content of such graffiti. The second phase of the project included volunteers organizing the removal of mentioned graffiti and covering the empty space with graffiti containing messages of peace.

## REGIONAL LEVEL

*Prošlost se nastavlja [the Past Continues]* – Youth Initiative for Human Rights - 2018

<http://vihr.hr/hr/zajednicki-narativi-proslost-se-nastavlja/>

The initiative offered an opportunity to youth from Serbia, Croatia, Bosnia and Herzegovina, Montenegro and Kosovo to participate in creation of a new view of the past. This was based on common discussion and comparison of different national myths and narratives, thus encouraging critical thinking, peace building and constructive dialogue. Participants had a role as co-authors of a publication *Zajednički narativi [Common narratives]*, as well as attended conferences, trainings, workshops, educative study visits to different places in the regions, attended discussion with the war witnesses as well as with regional and global experts in history, dialogue and justice.

*Regional Youth Exchange Association* – Youth Initiatives for Human Rights Croatia, Serbia, Kosovo, Montenegro and Bosnia and Herzegovina - 2014

<http://vihr.hr/en/regional-youth-exchange-assotiation/>

<http://vihr.hr/hr/yihr-memorandum-o-inicijativi-za-regionalni-program-razmjene-mladih/>

This joint project aimed to establish an institutionalized Regional Youth Exchange Program that would give opportunity to youth from Serbia, Croatia, Kosovo, Montenegro and Bosnia and Herzegovina to learn about reconciliation and interethnic tolerance and understanding as well as to impact their processes.

*Mladi u zajednici bez barijera [Youth in Communities without boundaries]* – Agency for Mobility and EU program, the City of Opatija, the City of Crikvenica, the Municipality of Ajdovščina and the Municipality of Kidričevo - 2013

<http://www.opatija.hr/hr/vijesti/novosti/predstavljen-projekt-%E2%80%9Emladi-u-zajednici-bez->



[barijera%20%80%9C,985.html](http://barijera%20%80%9C,985.html)

[http://www.crikvenica.hr/component/k2/item/download/546\\_34807868a1b6cb1e72cc0ff6016abcc5](http://www.crikvenica.hr/component/k2/item/download/546_34807868a1b6cb1e72cc0ff6016abcc5)  
- handbook

The project aimed at empowering young participants to effectively participate in the processes of political decision-making, advocacy for youth interest, structural dialogue and well as development of associated social and communication skills. This was carried out through four educational modules in Crikvenica, Ajdovščina, Kidričevo and Opatija. As a project output, the handbook *Priručnik za mlade: Mozaik znanja, vještina i iskustva javnog zagovaranja interesa mladih* [Handbook for Youth: Mosaic of knowledge, skills and experience in advocacy of youth interests] was published. It provides educational material on topics of the educations as well as description of activities and tasks implemented.

*CeZaM Centri za mlade u zajednici [Community Youth Centers] - Rehabilitation Center for Stress and Trauma Zagreb and Hi Neighbour (Bosnia and Herzegovina) – 2016*

<http://rctzg.hr/-/en/centi-za-mlade-u-zajednici-cezam/>

<https://www.facebook.com/Centar-za-mlade-Kostajnica-1194640090550166/>

The aim of this project was to provide youth living in the boarder-area of Pounje with support and education to encourage them to critically think about their own and community problems, as well as to cooperate and meet each other through constructive activities. On the basis of questionnaire, two established youth centers in Kostajnica and Hrvatska Kostajnica formulated various youth programs including volunteering club, musical, film and other creative workshops and events, physical activities, as well as education for youth, organization of a camp for youth from both sides of the boarder, establishment of 4 youth info centers in Pounja, and a conference of young leaders.

*Project Europe Equals Equality – Youth Initiative for Human Rights – 2014*

<http://vihr.hr/hr/europe-equals-equality/>

The project aims at connecting youth from Croatia and Serbia and opening dialogue on problematic topics for both communities, responsible relationship towards the past, institutional responsibility and respect for human and minority rights. Encircling 8 cities in Croatia and Serbia, the project encompassed four phases:

- Training for trainers – 24 young activists attended education on basis of human and



minority rights, mechanisms of their protection, and dealing with the past

- **Friendship caravan** – participants visited all 8 cities and promoted the project in public inviting young people from their communities to join in the project implementation
- **Training for activists** – young activists hold their own presentations in their communities

**Time for Europe** – festival Month for Human Rights in all 8 cities including public debates, victim witness reports, round tables, exhibitions, concerts, street performances, lectures and movie screenings

## EUROPEAN LEVEL

**Venues of victims//Venues of perpetrators. Mapping, decoding & processing the role of historical-civic education in (European) youth work** – Documenta together with partners from 11 other European countries - 2018

<https://www.documenta.hr/en/venues-of-victims-venues-of-perpetrators.html>

<https://www.youtube.com/watch?v=pIrvMmJp9Z8&t=880s>

Around 60 youth participants from 12 European countries visited different places. One of the main project activities was the summer camp held in Croatia. During those 5 intense days, participants visited places of crime and suffering, and places of emphasised symbolisms in the context of political history including Jasenovac, Vukovar, Goli otok and more. The main aim of such camp was to stress the importance of dealing with the past and strengthening civic education and democratic political culture.

*Pokreni promjenu - prihvaćanje različitosti kroz interkulturalno obrazovanje i volontiranje [Start the Change – accepting diversity through intercultural education and volunteering]* - Forum for Freedom in Education 2017/2018

<https://startthechange.net/project/>

[https://startthechange.net/wp-content/uploads/2018/03/pokreni\\_promjenu\\_prirucnik\\_hr.pdf](https://startthechange.net/wp-content/uploads/2018/03/pokreni_promjenu_prirucnik_hr.pdf) -

[https://startthechange.net/wp-content/uploads/2018/04/start-the-change\\_collection\\_en-2.pdf](https://startthechange.net/wp-content/uploads/2018/04/start-the-change_collection_en-2.pdf)

The aim of the project is the prevention of radicalization of youth and promotion of democratic values, human rights, intercultural understanding and active citizenship through empowerment of youth, their parents and their teachers. Project activities include research on youth attitudes,



program of professional training for teachers and experts, production of publication on intercultural education and good schools practices, support to participating schools in starting related projects, creative competition *Colour the World* for youth work on tolerance and diversity, and *online library* with useful material for working with youth. Provided links are a guidebook for school and 40 working ideas on diversity with children and youth, both created as a project output.

**#YouthAgainstCyberbullying – Forum for International Cooperation Denmark and SOLIDARNA foundation for human rights and solidarity – 2020**

<https://www.solidarna.hr/site/article/poziv-na-sudjelovanje-u-erasmus-projektu-youthagainstcyberbullying/hr-HR>

As a part of this Erasmus+ project, SOLIDARNA will send 5 young activists to the education and training on cyberbullying in Copenhagen. After the training, youth activists will hold several workshops and educations to youth and children in Croatia as well as participate in creation of content for online platform, application and brochure against cyber bullying.