

## **CROATIA**

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### I. Introduction

The Republic of Croatia is bordered by Slovenia to the north-west, Hungary to the northeast, Serbia and B&H to the south, Montenegro to the east and by the Adriatic Sea to the west. Croatia is on the crossroads of migration flow between East and West. The geographic position of Croatia favours migration. Like other countries in SE Europe, it is undergoing social, political and economic transition, while the war has contributed to its political instability and lack of social, legal and technical infrastructure. The above facilitated the creation of the so-called 'Balkans corridor', used by irregular migrants and traffickers, thus creating a 'favourable environment' for trafficking in human beings.

Until the mid-90s, the main migration route was through Hungary. In the late 90s new routes were used, leading to Croatia through Bosnia and Herzegovina and then through Croatia to Slovenia, or across the sea from the Croatian coast to Italy. Other common routes are from Montenegro to the region of Dubrovnik and from Serbia to Croatia/Slovenia.



During the first half of the 90s, it was the international and domestic military personnel and the local political and economic elite that benefited mainly from trafficking. In the second half of the 90s trafficking became more geographically dispersed throughout Croatia with businesses being set up in tourist towns and around military bases. At the end of the 90s, significant changes

occurred to both the organizational and the operational aspects of trafficking in Croatia.

In terms of trafficking patterns, Croatia is predominantly a transit country, but growing evidence today<sup>14</sup> points to the fact that it is also becoming a country of destination. Out of 41 victims identified in Croatia from July 2002 till the end of 2005, 29 were foreign nationals and 12 Croatian nationals, clearly indicating that Croatia is also a country of origin for trafficking. Croatia is also a country which experiences increased trafficking in human beings within its own borders (internal trafficking).

Because of the insidious and dangerous nature of trafficking, it is difficult to ascertain the exact number of trafficked persons, especially women and minors trafficked for purposes of sexual exploitation. It is also difficult to follow the evolving patterns of trafficking.

#### **Comments**

Key elements and unpublished evidence collected by IOM Zagreb allow for the following observations:

- Trafficking schemes include 'rotational' trafficking whereby women are trafficked in and out of B&H and Croatia, most certainly as a ploy to evade police detection, but also as a 'supply' scheme meant to accommodate periodic 'demands';
- Trafficking is developing into a seasonal operation along the lines of international sex tourism;
- Trafficked women are increasingly exploited sexually in apartments under the watch of 'pimps' or so-called 'boy-friends';
- There is a growing number of young women coming to Croatia with tourist visas through agencies offering to 'help' them get married in Croatia;
- Faced with a lack of domestic dancers, owners of go-go clubs are bringing them mainly from Eastern European countries;
- The number of work permits issued to foreign workers coming to work and live has increased rapidly during the last years;
- The number of unaccompanied minors potential and/or victims of trafficking has also increased.

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<sup>14</sup> Yearly Report on Counter-trafficking in Croatia, based on official statistics.

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## II. National Legal Framework

### A. National law

The Republic of Croatia has ratified the UN Convention against Transnational Organised Crime and the UN Protocol to Prevent, Suppress and Punish Trafficking in Persons. Following the ratification, the national institutions started harmonizing the national legislative framework with the aforementioned UN Convention and Protocol. Although harmonisation is still in progress, the amendments of the Penal Code of July 2004 marked a significant progress towards a legislative framework for the protection of Victims of Trafficking (VoT) and the punishment of traffickers and co-organisers of the crime. More precisely, the Minister of Interior issued the ***Instruction on the procedure for regulating the residence of victims of trafficking***, thus improving the protection of VoT via regulating their status. However, since VoT are not mentioned as beneficiaries in any law (Aliens Act, Law on Health and Social Welfare), an adequate legal framework and specific provisions are still to be incorporated in the national legislation in order to improve the protection and assistance of victims. In addition to the above-mentioned Instruction, the following laws create an appropriate legislative framework for the protection of VoT: Witness Protection Act; Criminal Proceedings Act; Asylum Act; Legal Person Criminal Liability Act; Law on Juvenile Courts.

The Republic of Croatia has also signed and ratified the UN Convention on the Rights of the Child. Croatia's adherence to this Convention however, is not reflected in the Aliens Act, which does not regulate at all the problem of *children* who are victims of trafficking. While children in general are entitled to education, the right is currently not guaranteed to children, who are found in a situation of illegal migration, or to victims of trafficking. We believe that the particularly vulnerable position of trafficked children should be addressed by incorporating specific legal provisions protecting the best interest of minors and unaccompanied minors and by establishing a specialised institution for assistance and protection of foreign unaccompanied minors.<sup>15</sup>

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<sup>15</sup> The Republic of Croatia gained candidacy status for EU membership in June 2004 and opened the accession negotiations with the EU in October 2005. This means that national legislation has to be adapted to EU legislation (*acquis communautaire*).

## B. National Action Plan

During the late 1990s and early 2000s counter-trafficking activities were initiated by international organizations and were predominantly carried out by the International Organization for Migration (IOM) and a few national NGOs. Findings of the NGO/IOM research *Trafficking in Women and Children for Sexual Exploitation, An Assessment Study: The Extent of the Problem and the Need for Counter-trafficking Measures in Croatia* served as the basis for the development of a national policy. Since its publication in 2002, the Croatian government has placed the fight against trafficking on its list of priorities. In July 2002 the National Committee for Suppression of Trafficking in Human Beings was established and in November of the same year the first **National Plan of Action on the Suppression of Trafficking in Human Beings** was enacted. In December 2004 the **National Strategy for the Suppression of Trafficking in Human Beings 2005–2008** was adopted by the Croatian Government. The Plan includes the following chapters: Legislative Framework; Assistance to and Protection of Victims; Prevention; Education; International Cooperation and Coordination of Activities. The Operational Yearly Plan is prepared and based on the National Strategy. Within the National Committee, a *Sub-group for Suppression of Trafficking in Children* has been established. A **two year National Plan for Suppression of Trafficking in Children** with the following components was also adopted in October 2005: Legislative Framework; Identification of Victims, Detection, Prosecution and Sanctioning of Perpetrators of Crimes Related to Trafficking in Persons; Assistance to and Protection of Victims; Prevention; Education; International Cooperation and Coordination of Activities.

## C. Bilateral agreements

Croatia signed 23 Readmission Agreements with the following countries: Albania, Austria, Bosnia and Herzegovina, Bulgaria, Czech Republic, Estonia, France, Greece, Iceland, Italy, Latvia, Lithuania, Hungary, the Former Yugoslav Republic of Macedonia, Norway, Poland, Romania, Slovakia, Slovenia, Serbia and Montenegro, Sweden, and one Readmission Agreement covers the three Benelux countries: Belgium, the Netherlands and Luxembourg. Agreements with Spain, the Ukraine and Cyprus are pending signature, or are in the level of negotiations. The Republic of Croatia took the initiative and started negotiations with Moldova. Readmission agreements that were signed

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and ratified before Croatia started using the EU specimen will be amended and adapted accordingly.

### **III. General Framework**

#### **A. Capacity building**

Apart from IOM, no other international or non-governmental organizations worked systematically on combating trafficking in Croatia until 2002. Between 2000 and 2002, counter-trafficking activities in Croatia were initiated by international organizations in an attempt to target all relevant national partners. The goal of this approach was to secure the sustainability of national institutions through institutional capacity building, thus rendering the national partners capable to provide counter-trafficking services.

As of 2002 national institutions and NGOs have shown increased interest in trafficking as demonstrated by a number of round-tables, seminars, training sessions, study tours and international conferences, organised by the Ministry of Health and Social Welfare, the Ministry of Interior (MoI), the Government Office for Human Rights and NGOs. Regional conferences and 'train the trainers' workshops are regularly attended by Croatian officials resulting in the adoption of high-level policy statements. Journalists have also taken greater interest into covering this phenomenon. The above are also the result of training sessions and study tours organised for police officers, state prosecutors, judges, social workers, journalists and NGOs.

The IOM and the Organised Crime Department of the Ministry of Interior have developed and implemented a systematic multi-modular training programme for police officers specialising in organised crime, which will be used as a model for future training in counter-trafficking activities. IOM, in cooperation with the NGO *Croatian Law Centre for diplomatic and consular personnel* is also implementing similar training programmes for border police officers.

Training for judges and state prosecutors has been held as part of the Stability Pact programme 'Development of Anti-Trafficking Training Models for Judges and State Prosecutors'. Training in rural areas were organised by the Ministry of Justice and national NGOs.

National NGOs also took an active role in training programmes designed for social workers, physicians, students and NGO activists. Eleven non-governmental organizations have es-

established the anti-trafficking network *PETRA*. Several other NGOs are also very active in the implementation of counter-trafficking activities. NGO activists have also participated in international training, seminars and study trips.

## **B. Analyses, research and monitoring mechanisms**

During 2001-2002 IOM-Zagreb, in partnership with the national non-governmental organization *Centre for Study of Transition and Civil society*, conducted the *first field research* in order to determine the pattern, scale and dimension of trafficking in Croatia. Until then, the problem was practically ignored, if not denied, by governmental and national institutions. Research findings served as the basis for the development of a national counter-trafficking policy. In 2004, the IOM conducted a study entitled *Trafficking in the Eyes of Young People in Croatia*, which served as a basis for developing a high school counter-trafficking, preventive education. Besides these two studies there does not exist yet any other systematic research in Croatia.

The ***National Committee for Suppression of Trafficking in Human Beings*** is the central national body responsible for the implementation and coordination of counter-trafficking activities, which are in accordance with the National Action Plan. The Government Office for Human Rights acts as the Secretariat of the National Committee prepares its sessions and ensures implementation of conclusions and activities. The head of the Office is also the national coordinator of the National Committee. The National Coordinator is appointed by the Government and his/her mandate is to coordinate and monitor the implementation of the NAP. At the end of each year the Government Office for Human Rights prepares an annual report which has to be adopted by the Government.

### **Comment**

Currently, there is lack of independent monitoring mechanisms of counter-trafficking programmes and of continuous analyses of trends and patterns of trafficking in human beings.

## **C. Regional cooperation and networking**

Strengthening international cooperation is an ongoing process. All national partners participate actively in a large number of international and regional counter-trafficking initiatives, such as seminars, training programmes, meetings, study tours and networks.

In 2003, the Croatian National Coordinator initiated regular meetings of national coordinators in order to exchange best practices and improve regional cooperation. Unfortunately this positive initiative failed.

The MoI maintains regular cooperation with law enforcement authorities in neighbouring and other countries of the region, as well as at the international level with INTERPOL, EUROPOL and SECI Regional Centre for Combating Trans-border Crime.

National NGOs also cooperate with NGOs in the region and are active participants in regional and international networks of NGOs dealing with counter-trafficking issues. NGOs in the region initiated a regional network **ACTA** in order to monitor and deal with corruption and trafficking in human beings.

#### **D. Mobilization of resources**

The National Committee for Suppression of Trafficking in Human Beings consists of representatives of all relevant government institutions, national NGOs and media, while IOM has signed a Memorandum of Understanding with the Government Office for Human Rights affording it a consultative status. The President of the National Committee is the Deputy Prime Minister and the National Coordinator is the Head of the Government Office for Human Rights. The Croatian Government Office for Human Rights acts as Secretariat of the National Committee and coordinates counter-trafficking activities among the competent institutions in Croatia. In order to be more efficient and to address problems linked to specific cases, an Operational Team was established, chaired by the National Coordinator. This **Operational Team** acts as a working group of the National Committee and has over 20 members. The Operational team holds meetings every month, exchanges information and tries to solve issues of assistance and protection of victims.

There are over 20 NGOs implementing various counter-trafficking activities. Eleven of them participate in the NGO network *PETRA*. Although more NGOs implement similar projects, it is only members of the *PETRA* network that are members of the National Committee.

#### **Comments**

- Although the Government of Croatia provides state funding, through governmental bodies (ministries and offices) for counter-trafficking activities, this is still not sufficient and programmes rely on funding from interna-

tional donors.

- The lack of useful and fruitful cooperation among NGOs results in poor impact on society, in poor relations among NGOs and in the absence of trust.

#### **IV. Implementation of Anti-Trafficking Laws**

Over the past five years, a number of counter-trafficking initiatives have been launched by IOM, the Government Office for Human Rights and a few national NGOs, in order to build a counter-trafficking framework and to render it operational through improved assistance, protection, referral mechanisms and raising awareness among the general public.

##### **A. Prevention and awareness**

Since 2003, the Government Office for Human Rights, the Ministry of the Interior, the Croatian Red Cross, national NGOs and the IOM have implemented several mass media and information campaigns, acknowledging that prevention and awareness raising activities are essential steps towards combating trafficking in human beings. In addition, a few smaller local campaigns were conducted by local NGOs in their communities, especially targeting adolescents.

A single national **SOS telephone number** (0800 77 99) for the entire territory of Croatia, was created in the framework of the first national awareness raising campaign by IOM and the Government Office for Human Rights. The SOS line is free to victims and is manned 24 hours a day by three NGOs located in Vukovar, Zagreb and Split.

The Ministry of Science, Education and Sports recognised the need to educate young people, via preventive action. In cooperation with IOM, the Ministry has developed and incorporated an educational counter-trafficking module into the Croatian high school curriculum. Within the specialised education of preventive programmes, priority was given to the counter-trafficking topic during the school years 2004/2005 and 2005/2006. During the school year 2005/2006, an educational counter-trafficking module was included in the curriculum of primary schools, in the framework of IOM's regional project on counter-trafficking education. Six national NGOs were authorised to carry out such training programmes in the framework of cooperation for the revision of school curricula.

## B. Protection and assistance

The protection and assistance of victims of trafficking has developed gradually through capacity building of government institutions and non-governmental organizations until the creation of a functional **National referral system**, aiming at the protection and identification of victims of trafficking. The Referral system provides for a police officer being on duty for 24 hours and, in addition, for 26 police officers, from different areas of the country, to conduct preliminary interviews. IOM, which coordinates the assistance programme, informs members of mobile teams for the need to conduct official identifications and organise accommodation and assistance to VoT. These mobile teams consist of members of the Croatian Red Cross and other NGO staff trained to act as a quick response team to protect and assist victims in four different regions of Croatia.

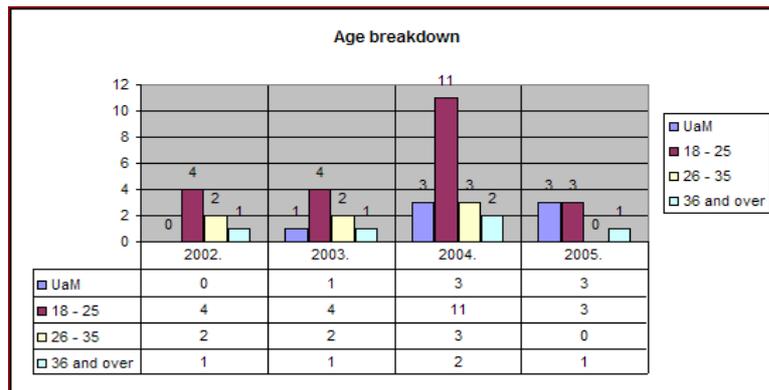
Once identified, victims are brought to a shelter (run by NGOs), or one of the three temporary reception centres (run by the Croatian Red Cross) located on secret addresses, where they receive the following types of **assistance**: medical, psychosocial, legal, pre-departure (travel documents, reinstatement grant) and security. Safe return is organised for those who wish to return voluntarily. The National Committee bases the identification, protection and assistance to VoT on a set of protocols which include: the *Protocol on Detection and Care for Victims of Trafficking in Persons*; *Instructions for Interviewing Illegal Migrants and Other Persons Who Are Suspected Victims of Trafficking in Persons*, as well as the *Rules of Procedure* in the shelter. Since the Aliens' Act already provides a temporary residence permit to anyone with a justified reason to remain in the country (Article 37), the Ministry of the Interior in December 2004 issued the *Instruction on the procedure for regulating the residence of victims of trafficking*. This Instruction outlines the conditions for granting to VoT specific temporary leave to remain, which includes a reflection period and a one-year residence permit, with the possibility of extension regardless of the collaboration of the victim with the prosecution authorities.

Over the past years, national NGOs and the CRC, in cooperation with IOM, have assisted 41 victims of trafficking through the establishment of shelters and reception centres. 29 of the 41 identified victims were foreign nationals (Bosnia and Herzegovina four; Cameroon one; Morocco one; Moldova six; Romania five; Russia one; Slovakia one; Serbia and Montenegro four;

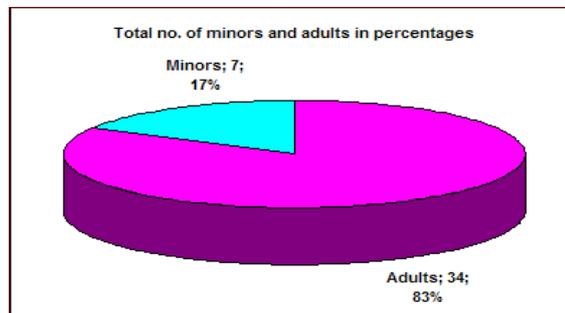
the Ukraine four; Bulgaria one; without citizenship one and 12 were Croatian nationals, i.e. 29%.



Most of the victims were adult females, between 18 and 25 years.

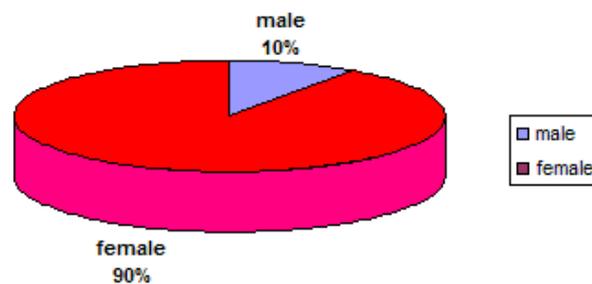
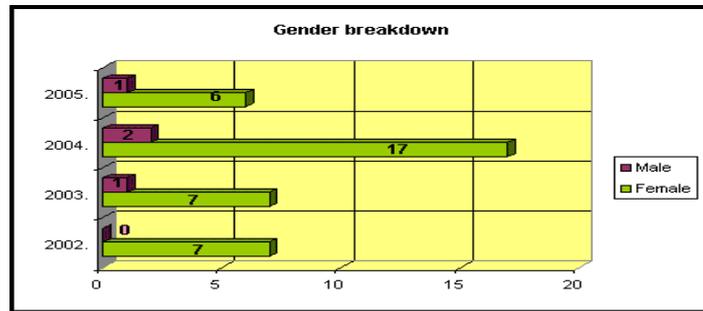


The above analysis has revealed a growing trend in the exploitation of young people under 18 years of age. Seven out of 41 assisted VoT, or 17%, were unaccompanied minors (UaM).

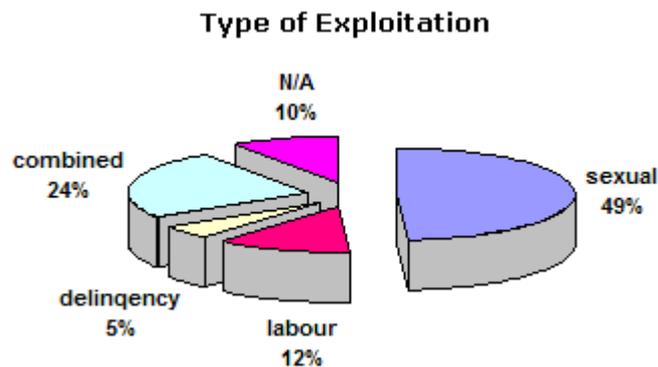


Four out of 41 identified VoT were males, of whom one was a handicapped old man forced in street begging and the three others were victims of labour exploitation.

Gender segregated yearly statistics are as follows:

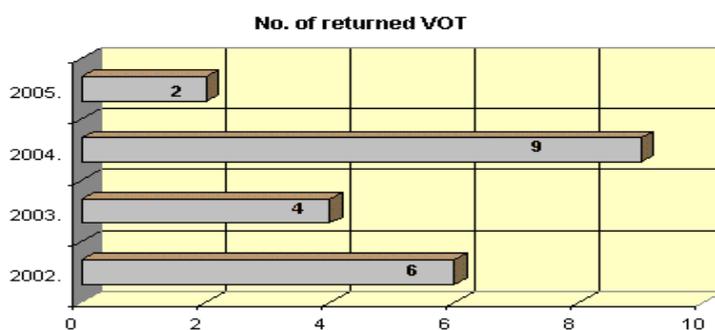


Regarding the type of exploitation, most of the victims, 49%, were sexually exploited. Some victims experienced both labour and sexual exploitation, and a few experienced only labour exploitation.



Type of exploitation	Victims
sexual	20
labour	5
delinquency	2
combined	10
N/A	4

Voluntary repatriation is organised for foreign victims of trafficking. The process includes the issuance of travel documents in coordination with embassies of their countries of origin, reinstallation grants (in cash), and organization of their safe voluntary repatriation by IOM. Minors and medical cases are escorted by an IOM escort, throughout the travel.



According to available data<sup>16</sup>, increasing numbers of Croatian women apply for jobs in Western European countries. In these schemes, women became victims by being forced into prostitution and other forms of exploitation (stealing, begging, forced labour). Only five out of 12 Croatian nationals VoT were referred to IOM and its NGO partners and subsequently joined the reintegration programme.

According to the NAP, the Croatian Ministry of Health and Social Welfare (MoHSW) is the institution responsible for the overall protection and assistance to VoT in Croatia, but unfortunately it lacks the capacity to manage the assigned counter-trafficking activities.

<sup>16</sup> Official national statistics

**Comment**

The expertise of the MoHSW, as well as its technical and financial capacities, need to be reinforced.

**C. Prosecution**

The creation of appropriate legislation for the prosecution of traffickers is considered an essential element to counter-trafficking. This is recognised by the *EC Experts' Group on Trafficking in Human Beings* which states that 'an integrated approach to trafficking in human beings must comprise effective prosecution aiming at the punishment of perpetrators'. Undeniably, punishing traffickers not only sends a clear message to other perpetrators, that their criminal enterprise will be punished, but it also raises the confidence of victims in the judicial system and their willingness to testify against their traffickers.

The Republic of Croatia has adopted an appropriate legislative framework and according to the Penal Code, traffickers should be sentenced to imprisonment for a period between one and ten years, whereas when exploiting a child or a minor<sup>17</sup>, imprisonment will be for a minimum period of five years.

**Comment**

Besides the adoption of appropriate legislation it is always necessary to monitor the enforcement/implementation of the law and the final sentences handed by courts. When we compare the number of TiP victims with the number of indictments for the TiP crime, we can conclude that the number of indictments is much lower than the number of reported victims:

	2002	2003	2004	2005
Victims	7	8	19	7
Indictments	1	2	4	6

Unfortunately, to date, only one final verdict for TiP crime was reported and the perpetrator is serving a sentence of nine years imprisonment.

<sup>17</sup> According to Croatian legislation, a child is up to 14 years old, a younger minor is between 14 and 16 years and older minor is between 16 and 18 years.

## V. BEST PRACTICES

- The Ministry of the Interior (MoI) and IOM have implemented a 16-month educational project on counter-trafficking. The target group was 26 police officers, from different parts of Croatia specialising in the prevention of organised crime. The goal was to gain theoretical and practical knowledge and skills, in compliance with EU standards, as well as the necessary sensibility to apply this knowledge in their everyday duties and diffuse information at a local level. The trainers were national and international experts from Italy, Belgium, Germany, and Interpol. Representatives from other institutions were also invited to participate: state prosecutors, investigation judges, NGO activists and representatives of other ministries. Apart from presentations, the training methods included: teamwork, supervised guidance for beginners, 'role play' and simulations of real-life situations. The results of the project were: instruction of 26 new experts and trainers, establishing a network of police officers, better cooperation among different sectors and partners, production of promotional materials for MoI, continuous transfer of knowledge through specialised seminars for police officers. This educational model was also recognised at an international level and served as a model for developing training materials for investigators specialising in combating trafficking in the Western Balkan region within the CARDS/CARPO regional project.
- The first nationwide public awareness campaign was implemented during a four month period in 2002/03, under the slogan: **'Trafficking in human beings is our reality. Let's stop it!'**. The national SOS line was also established as part of the campaign. A direct contact with citizens was promoted, thus influencing people in all parts of the country, improving inter-sectarian relations and strengthening cooperation among partners working on combating trafficking in human beings. This campaign created new initiatives, encouraged young people to get involved and motivated people to speak in public about the phenomenon. According to two public opinion polls, the campaign contributed directly to the increase of knowledge about the means and forms of trafficking of 15% of the general public. The campaign was awarded the Golden Bell as the best innovative and comprehensive campaign/social action for the year 2003.

- It was recognised that the best way to prevent Trafficking in Croatia is through the educational system. The primary and high school curricula on counter-trafficking modules were developed accordingly by experts from IOM and the Ministry of Science, Education and Sports. In order to ensure the success of the project, a group of school professors was trained to transfer counter-trafficking knowledge to their colleagues. During the last two school years priority was given to the topic of trafficking. The Ministry adapted its educational objectives, content and pedagogical approach to the needs of students according to different age groups. Consequently, educational objectives focused primarily on the recognition of the dangers and risks, as well as on the strengthening of decision-making skills and appropriate behaviour in such situations. While working in schools, the educators have also increased the sensibility of parents, guardians and the local community on the issue. The importance of including NGOs in the educational process was well appreciated and the Ministry authorised six NGOs to carry out such training programmes using approved materials.
- A woman, identified as a victim of trafficking in September 2003 was, upon initial assistance, offered safe housing, psychosocial, medical and legal help. She then made the decision to testify at court. The Instruction for regulating the residence of victims of trafficking had not yet been issued by the Minister and the law in force at the time did not foresee the possibility of legalization of her status. Nevertheless, the Department for Inspection and Administrative Affairs of the MoI legalised her status in Croatia and granted her a one year residence permit.

## **VI. DEFICIENCIES**

- There is lack of analysis, monitoring, reporting and information exchange mechanisms.
- There is lack of national legislation regarding the assistance and protection of VoT, since they are not mentioned as beneficiaries in any law (Aliens Act, Law on Health and Social Welfare)
- Despite the significant progress made in the Penal Code, little effort has been made in the area of prosecution, which is the essential component of the fight against trafficking. Judges and prosecutors are not yet fully aware or ade-

quately trained to implement relevant laws; this has a negative impact on the overall number of sentenced traffickers.

- Although questions of trafficking in human beings have moved higher up on the agenda of the government, practical measures in terms of creating and harmonizing inter-institutional coordination of counter-trafficking activities remains inadequate to fully cope with all the challenges.
- There is lack of inter- and intra-agency coordination, of effective institutional networking as well as cooperation and information exchange among NGOs themselves, as well as NGOs and government institutions.
- Quality of assistance and protection to VoT accommodated in alternative housing, run by government institutions, remains at a very poor level.
- Although the Ministry of Health and Social Welfare has issued the *Protocol for Determining the Health Conditions of Trafficking Victims* and their possible medical treatment, medical services to VoT are provided on an *ad hoc* basis.
- National laws do not regulate the problem of minors-VoT, nor that of unaccompanied foreign minors, thus their fundamental rights, i.e. education etc., are not guaranteed.
- There is no specialised safe housing for minors-VoT, either foreign or national. Currently, minors are accommodated in centres supervised by social workers. However, social workers in these centres are neither trained nor aware of the problem of human trafficking and do not coordinate their work with specialised NGO service providers working with VoT. It is difficult both for social workers and the VoT to interact, primarily due to differences in culture and language. There are no special measures to address social needs of foreign minors- VoT.
- There are no specific measures promoting the integration of foreigners, nor the reintegration of Croatian VoT returning to the country.

## VII. NEEDS ASSESSMENT

Taking into account the deficiencies and comments contained in this report and the need for improvement of the situation, a list of recommendations is provided below.

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## RECOMMENDATIONS

1. The **Aliens Act** should be amended according to the EU *acquis communautaire* on migration and every effort should be made to fill the gaps already identified. Specific legal provisions on counter-trafficking should be introduced/ incorporated as follows: (1) procedure for regulating the residence permits for VoT (2) assistance to the victims regarding court representation (3) subsistence (4) medical care and social assistance (5) basic safety and security (6) integration programmes (vocational training, cultural and social orientation, language training) and (7) safe return.
2. Specific legal provisions reflecting the protection of the best interest of **minors** and unaccompanied minors should be incorporated in the Aliens Act.
3. An Independent monitoring mechanism has to be established in order to improve the implementation of counter-trafficking activities.
4. Harmonization of inter-sectoral cooperation should be strengthened among governmental organizations as well as governmental organizations and NGOs.
5. Capacity building of government institutions should be further strengthened in order to ensure more effective law enforcement.
6. Further **training** of all actors working on combating trafficking in human beings is needed (police officers, judges, state prosecutors, consular staff, social workers, NGOs).
7. Further **training** of NGOs is needed in order to develop and establish a sustainable, coordinated and efficient NGO network.
8. There is an urgent need for the establishment of specialised safe **accommodation/housing for minors** VoT in order to offer specialised assistance and protection (healthy home environment, education, medical and psychological care, adequate legal representation).
9. It is necessary that VoT have access to trained and specialised **medical services** throughout Croatia where mobile teams and reception centres are established.
10. Specialised **reintegration programmes** for national VoT are needed including alternative housing, family counselling,

vocational training, education, job placement and long-term assistance, as well as regular follow-up and monitoring.

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### **LIST OF ABBREVIATIONS**

<b>ACTA</b>	Balkan initiative against trafficking and corruption
<b>CARDS</b>	EU funded Programme: Community Assistance for Reconstruction, Development and Stabilization
<b>CARPO</b>	Cards Regional Police Project
<b>CRC</b>	Croatian Red Cross
<b>CT</b>	Counter-trafficking
<b>IOM</b>	International Organization for Migration
<b>MoHSW</b>	Ministry of Health and Social Welfare
<b>MoI</b>	Ministry of Interior
<b>NAP</b>	National Action Plan
<b>SECI</b>	Southeast European Cooperative Initiative
<b>TiP</b>	Trafficking in Persons
<b>VoT</b>	Victim(s) of Trafficking
<b>UaM</b>	Unaccompanied Minor