

# Project Facts Against Hate

## Good practices of cross-sectoral cooperation for prevention of discrimination, hatred and violence in Croatia

### Practice I: Workshops for police officers on hate crimes against LGBT persons

#### Organization:

Human Rights House Zagreb, [www.kucaljudskihprava.hr](http://www.kucaljudskihprava.hr)

#### About:

Since 2011, civil society organizations are active in providing extra-curricular educational content for students of the Police Academy and for police officers that are on operational level involved in investigating hate crimes against LGBT persons (target groups).

Civil society organizations usually have direct contact with groups in risk of violence based on prejudices – ethnic minorities, LGBT groups or religious groups, depending on the engagement and focus of the civil society organization.

The goal of this 10-years long collaboration is to open the conversation on violence against LGBT persons and to present mechanisms on how to effectively combat violence, with special emphasis on the authorities and duties of police officers. Civil society can be of assistance in prevention of hate-motivated incidents as well in the investigation process through its contacts within the communities they work with. Community members may know more on the circumstances of the case or direct the authorities towards the witnesses and thus assist in redressing the victim(s).

This particular training is a collaboration of state and non-state actors: Police Academy of the Ministry of Interior, the Embassy of the Kingdom of Belgium and the Diversity Division of Antwerp Police Department together with the civil society organization Human Rights House Zagreb and was implemented in November 2020.

The training lasted two-days and due to pandemic circumstances was organized online as a series of lectures with interactive parts and space for reflections and discussions.

Lecturers included staff from State's Attorney General Office, Diversity Division of Antwerp Police Department from Belgium, Terrorism Unit in the Police Directorate of the Ministry of Interior in Croatia as well as staff from civil society organizations Victims and Witness Support Services and Zagreb Pride.

### Why it is a good practice:

This practice is considered to be good as it includes following elements:

Holistic approach – implementation includes various state and non-state actors

Sustainability – implementation does not seek extra funds and it can be implemented on the basis of good will and availability of the trainers

Flexibility – it can be implemented in different forms (online, offline), length (one or more days of education) and with different focus (it does not have to be focused on the SOGIE grounds)

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### More info is available at:

<https://www.kucaljudskihprava.hr/en/2020/12/29/hate-crime-training-for-police-officers-held-in-november/> (English)

<https://www.kucaljudskihprava.hr/2020/12/07/odrazna-edukacija-za-policijske-sluzbenike-ice-na-temu-zlocina-iz-mrznje/> (Croatian)

# Practice II: Intercultural mediators programme

## Organization:

Centre for Peace Studies, [www.cms.hr](http://www.cms.hr)

## About:

Although seemingly culturally homogeneous society, Croatia in its modern history is well acquainted with the tradition of migration, be it emigration or immigration, existence of different Roma communities and the arrival of new minorities. The migration process that has started in recent years as a result of wars, climate change and economic turmoil puts us in a situation where it is necessary to make additional personal and institutional efforts to build an intercultural society.

The goal of the Intercultural Mediators program is to encourage a two-way process of building an intercultural society: by educating members of majority society and institutions' representatives to build personal, social and institutional preconditions for intercultural society and by supporting people from other cultures to start or continue their lives in this society in a quality manner.

Concrete activity is the educational workshop on intercultural mediation to be held in local communities where a mixed population of majority population and Roma minority lives. The training will be held in March 2021 as it is highly recommended for these training to be held live and not via video participation.

The target group for this activity are local authorities and institutions responsible for integration and security in the communities – school staff, social welfare institutions, health centres, police, Roma minority representatives and local civil society organizations. The topic of education is two-way cooperation and overcoming of prejudices - building personal, social and institutional preconditions for development of intercultural society.

Similar training was conducted in 2019 in the local community of Dugave (neighbourhood in the city of Zagreb) where the reception centre for refugees and international protection beneficiaries is located. It consisted of three modules, with the first one focusing on the migration and exile and defining characteristics of modern migrations, causes and consequences of migration, diversity, prejudices and discrimination as well as presenting existing integration policies and practices in Croatia. Second module focused on cultural patterns and interculturalism, defining topics of cultural identity, ethnocentrism and cultural orientation of communication while the third module focused on understanding of conflict and mediation, thus elaborating how we use communication and power in order to transform it to support and communication, as well as understanding the distinction between conflicts, discrimination and violence and the use of mediation in local communities.

## Why it is a good practice:

This practice is considered to be good as it includes following elements:

Holistic approach – implementation includes various state and non-state actors

Sustainability – implementation does not seek extra funds and it can be implemented on the basis of good will and availability of the trainers

Flexibility – it can be implemented in different length (one or more days of education) and with different focus depending on the needs of the local community in which the program is implemented

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