

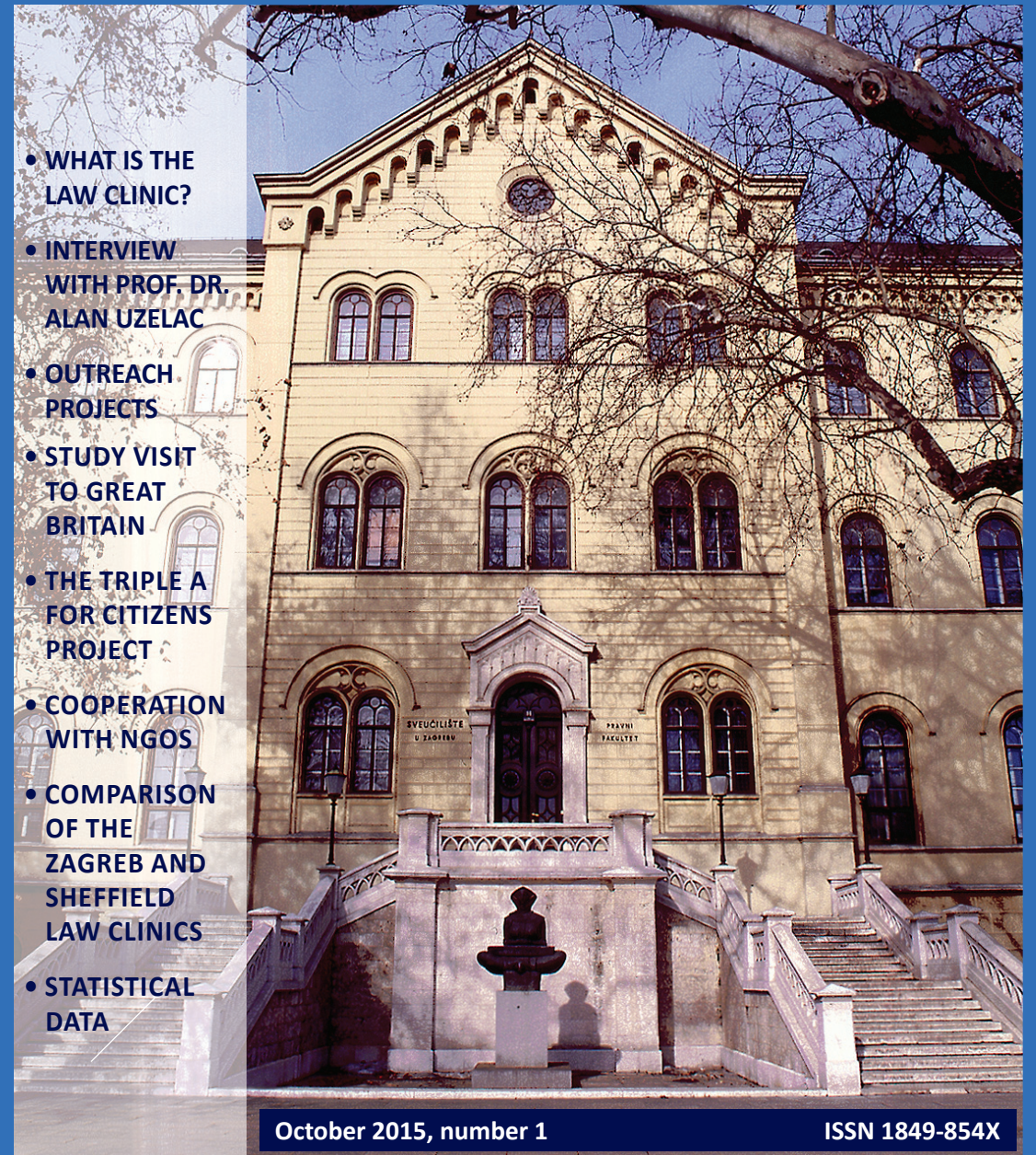


PRO BONO

INTERNATIONAL EDITION

Official Newsletter of the Law Clinic of the University of Zagreb Faculty of Law

- **WHAT IS THE LAW CLINIC?**
- **INTERVIEW WITH PROF. DR. ALAN UZELAC**
- **OUTREACH PROJECTS**
- **STUDY VISIT TO GREAT BRITAIN**
- **THE TRIPLE A FOR CITIZENS PROJECT**
- **COOPERATION WITH NGOS**
- **COMPARISON OF THE ZAGREB AND SHEFFIELD LAW CLINICS**
- **STATISTICAL DATA**



October 2015, number 1

ISSN 1849-854X

LETTER FROM THE EDITOR

Dear Readers,

This is a special international edition of the Pro Bono magazine issued by the Law Clinic in Zagreb, which is a special organization of the University of Zagreb Faculty of Law aimed at the practical training of law students and the development of their professional skills as future lawyers, so as to assist them in successfully transitioning into the labor market after completing the study program.

Since its establishment in 2012, the Law Clinic has come a long way, notwithstanding occasional challenges. The experiences of similar partner organizations in Great Britain and in Norway, as well as their examples, were of significant help in developing the organizational structure of the Law Clinic. The combination of good practice from similar existing organizations and the specific need for free legal aid in the Republic of Croatia resulted in the creation of a special Zagreb-based model of a legal clinic, which has proved to be very successful.

From the beginning, Pro Bono has been published in Croatian as the official newsletter of the Law Clinic in Zagreb. This year, for the first time, a special edition of the magazine is being published in English, because many foreign partners and students have expressed their desire to participate in the work of the Law Clinic in Zagreb as part of the Erasmus Program. The magazine aims to present the work of the Clinic to future partners and associates from abroad, as well as enable the exchange of experiences and good practice with similar partner organizations outside the Republic of Croatia, with whom we have signed cooperation agreements.

The magazine is divided into several sections that follow the history of the activities of the



Law Clinic. The most important events that have marked the past four years are also mentioned, including the recent relocation of the Clinic into new and larger offices as the result of the tireless efforts of a special team consisting of students and professors at the Faculty of Law in Zagreb.

I hope you find the following pages useful and interesting to read.

Cordially,

*Josip Kovilić
Editor in Chief*

PRO BONO INTERNATIONAL

Special English language edition of PRO BONO
Official Newsletter of the Law Clinic of the University of Zagreb Faculty of Law

PUBLISHER

Faculty of Law, University of Zagreb

EDITORIAL BOARD

Josip Kovilić, Bruno Milinković, Alen Bijelić, Maja Marta Martonja,
Lea Puljčan, Marina Bartol Hedžet, Andrea Dujmović

EDITOR-IN-CHIEF

Josip Kovilić

CO-EDITOR

Bruno Milinković

ADDRESS OF THE EDITORIAL OFFICE

Pro Bono – Official Newsletter of the Law Clinic of the University of Zagreb Faculty of Law
Ulica Jurja Žerjavića 6 (2nd floor), 10000 Zagreb, Republic of Croatia
E-mail: urednistvo.probono@gmail.com
Website: <http://klinika.pravo.unizg.hr/pro-bono>
Facebook page: <https://www.facebook.com/bilten.pro-bono>

TRANSLATION

Petra Pećnik
Rozalija Grgić
Filip Lažnjak
Juraj Brozović
Miljen Matijašević, Ph.D.

LANGUAGE CHECK AND LINGUISTIC ADVICE

Randolph W. Davidson

COVER ART DESIGN

Editorial Board

OFFICIAL PHOTOGRAPHER

Melisa Bahonjić

GRAPHIC DESIGN

Gordana Vinter, Sveučilišna tiskara d.o.o., Zagreb

PRINTED BY

Sveučilišna tiskara d.o.o., Trg maršala Tita 14, Zagreb

IMPRESSION

300 copies

Year I • Special publication

ISSN 1849-854X

The content of *Pro Bono International* – Official Newsletter of the Law Clinic of the University of Zagreb Faculty of Law (international edition) may not be used, reproduced or modified in any way without prior written consent of the Publisher.

TABLE OF CONTENTS

Josip Kovilić
Letter from the Editor in Chief 1

FEATURE STORY

Josip Kovilić
What is the Law Clinic? 6

Dajana Okun, Kristina Puc, Mirna Čolić, Borna Sučić, Iva Beljan, Monika Lorković, Sintija Androić, Luka Lujić, Andrea Ruba, Andro Mrljak, Antonija Kanjer, Srećko Krivić
Groups operating in the Law Clinic 17

Juraj Brozović
Back in the days ... 22

How do we provide Legal Aid? Basic information on the casework of the Law Clinic 24

INTERVIEW

Maja Marta Martonja, Josip Kovilić
Interview with Prof. dr. Alan Uzelac, founder and director of the Law Clinic 28

OUTREACH PROJECTS AND INTERNATIONAL COOPERATION

Bruno Milinković
Presentation of “outreach projects”: providing legal aid across Croatia 36

ACADEMIC YEAR 2011/2012

Josip Kovilić
Study visit to Great Britain 38

ACADEMIC YEAR 2012/2013

Lea Puljčan
Review of outreach projects 2012/2013 43

Dora Marija Kuhar
The delegation of the Law Clinic visits the Norwegian *juss-buss* 46

ACADEMIC YEAR 2013/2014

Lea Puljčan
Review of outreach projects 2013/2014 49

Lea Puljčan
The “Triple A for Citizens” project 51

Lars Mathias Enger
Colleagues from the Norwegian *juss-buss* visit the Law Clinic in Zagreb 55

ACADEMIC YEAR 2014/2015

Lea Puljčan
Review of outreach projects 2014/2015 58

Cooperation with NGOs 59

SOCIAL EVENTS BY THE LAW CLINIC

Josip Kovilić
Clinicians visit the mayor of Zagreb: the Law Clinic gets new premises 62

Bruno Milinković, Andrea Dujmović
Big hearts of the Law Clinic for the little hearts in the children’s hospital – Law Clinic’s charity fund raising a success 65

Petra Laginja
The Law Clinic’s charity Christmas party Let’s bridge our differences by being humane! 68

Josip Kovilić
Student delegation of the Law Clinic visits the President of the Republic of Croatia 69

EXCHANGE STUDENTS IN THE ZAGREB LAW CLINIC

Lucy Green
Comparison of the Zagreb and Sheffield Law Clinics 72

STATISTICAL DATA

Marina Bartol Hedžet
Statistical data on the work of the Law Clinic of the University of Zagreb Faculty of Law 76

Feature story



**REPUBLIKA
SVEUČILIŠTE
PRAVNI F**



PRAVNA



HRVATSKA
U ZAGREBU
FAKULTET

KLINIKA



WHAT IS THE LAW CLINIC?

BY JOSIP KOVILIĆ

In order to give the students at the University of Zagreb Faculty of Law the opportunity to experience what it means to be a lawyer in practice before the end of their studies and to sharpen their knowledge and skills, a group of professors, assistants, and students at the Faculty of Law in Zagreb launched something that started as a small academic experiment and ultimately became the largest provider of free legal aid in Croatia.

The Law Clinic of the University of Zagreb Faculty of Law is a voluntary form of teaching in the final fifth year of the study program. It was founded at the beginning of the academic year 2010/2011 by Professor Alan Uzelac, Ph.D., Head of the Department of Civil Procedure. In the beginning, it was conceived as an experimental form of teaching, which involved students, teaching and research assistants, and a number of professors at the Faculty of Law in Zagreb, to examine wheth-

er there was the possibility of introducing such a form of education in the regular curriculum in the final year of the study program.

The guiding principle was to better equip the students in the final year of study for work in practice after they completed their studies, and to allow access to legal advice and information to the poor and socially disadvantaged groups of society, who do not have sufficient financial means and cannot get information in any other way simply because they cannot afford a lawyer.

Given the fact that, in the Republic of Croatia, legal advice can generally be provided only by lawyers, it was necessary to encourage legislative changes that would enable the higher educational institutions/Law Faculties to provide certain forms of legal aid. The result of these efforts was the Law on Free Legal Aid, which represents the legal framework for the functioning of the Law Clinic and other similar organizations.





The Law Clinic is the first organization of its kind on the territory of the Republic of Croatia engaged in providing free legal aid to citizens, while at the same time fulfilling an educational and humanitarian function. It is important to note that legal aid is provided to the citizens not only in the headquarters of the Law Clinic in Zagreb, but also outside the City of Zagreb, under so-called outreach projects, during which students visit various cities across the country in cooperation with civil society organizations, thus allowing citizens in more remote areas, whose circumstances might not allow convenient travel to Zagreb, to obtain much-needed legal advice.

The work and the organization of the Law Clinic involve three groups:

- students in the final two years of study
- academic staff of the Faculty – professors, teaching and research assistants
- lawyers, judges and other legal practitioners

The academic staff of the Faculty and various legal experts participate in the work of the Law Clinic as academic mentors and professional leaders of its groups.

STUDENTS

The Law Clinic was initially conceived as an optional form of education only for students in the final year of study, but now, due to particularly high interest, fourth-year students who have passed all the major exams are also admitted. Once students join the Law Clinic, they are obliged to work there at least one academic semester, and they can stay longer if they wish to. In addition to invaluable experience, students also obtain 8 ECTS credits for their engagement.

Students performing tasks and working duty hours in the Law Clinic must keep a working journal about their volunteer activities. In the journal the hour, date, and description of the specific tasks performed throughout the semester are specified. The journal is checked by the academic mentor and the leadership of the Law Clinic. On the basis of their journal, students receive their certificates and the aforementioned ECTS credits.

All students are organized into groups specializing in particular areas of law. There are currently eight groups in the Law Clinic.

- Group for asylum and aliens
- Group for the elimination of discrimination and the rights of minorities

- Group for the rights of children and family maintenance
- Group for the protection of and assistance to crime victims
- Group for the protection of workers' rights
- Group for the protection of patients' rights
- Group for the protection of citizens in enforcement proceedings
- Group for public relations – the editorial board of the magazine *Pro Bono*

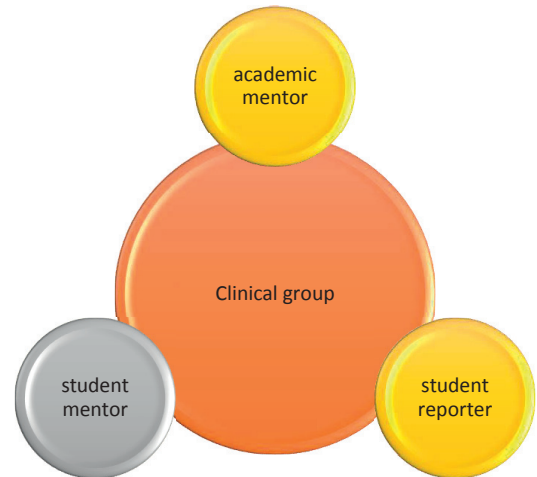
All groups in the Law Clinic are on duty one day a week, so they can all rotate. Duty hour activities include answering phone calls, receiving clients who have an appointment that day, as well as entering received cases in the computer system of the Law Clinic (the so-called “Klinikarij”). It is important to emphasize that students who are on duty handle all subjects, not only those in which their group specializes. Moreover, students are not allowed to give legal advice on their own. They must consult with and get the approval of their academic mentor for any form of legal advice. However, they are allowed to give general legal information after consulting all members of the group.

The meetings of students and academic mentors are conducted outside duty hours or they are conducted via email.

Each group is assigned an academic mentor – professors, teaching and research assistants and legal practitioners who oversee the work of the group, review and approve legal opinions and advice given by students, and observe their conduct on duty. Thus it is ensured that legal opinions and advice that students give to clients are accurate. In addition, each group has one student mentor. Student mentors are students who have worked in the Law Clinic at least one semester and who have already gotten the necessary knowledge about its functioning. Student mentors are appointed by the Small Council of the Law Clinic and their task is to introduce their younger colleagues, who have just joined the Clinic, to the functioning of the Law Clinic, client interviewing, entering received cases in Klinikarij, participating in special meetings with the management of the Clinic and the representatives of the group, solving everyday problems that occur in the work of groups, and informing the academic

mentor of the group about its dynamics or potential problems. Student mentors also conduct meetings that groups hold with their academic mentors or closed meetings at which only members of the group are present, take part in the meetings of the Small Council,¹ etc.

Group structure:



ACADEMIC MENTORS – PROFESSORS, TEACHING ASSISTANTS AND LEGAL PRACTITIONERS

Academic mentors are professors, teaching and research assistants and various practitioners who have joined the Law Clinic with the aim of mentoring students and supervising their work.

The name has remained in use since the establishment of the Law Clinic when only members of the academic staff of the Faculty of Law were mentors. It may not be entirely appropriate now because, in addition to the academic staff, it also includes persons who are not employees of the Faculty of Law in Zagreb, but who have joined the Law Clinic to voluntarily transfer their knowledge to students.

The main role of academic mentors is to oversee the work of students and to ensure that legal opinions that students give are legally and technically

¹ The Small Council is the name of a collective body made up of academic mentors, student mentors, and the management of the Law Clinic, and it deals with organizational matters on the functioning of the Clinic.

correct. All academic mentors are also members of the Small Council of the Law Clinic.

Each group that operates within the Law Clinic generally has at least one academic mentor, while some groups have more than one mentor, depending on the number of students it has. It should be noted that academic mentors who work in the Law Clinic do not receive special financial compensation, but perform their tasks voluntarily.

Academic mentors have the task to review written legal opinions of students and to point to any potential errors or other possible solutions to the legal problem in question. Additionally, they address various issues related to the dynamics of their group and ensure that all the students participate in the provision of legal aid within the outreach project at least once in a semester.

PROCEDURE FOR PROVIDING FREE LEGAL AID

The legal framework within which the Law Clinic operates is the Law on Free Legal Aid. The law divides legal aid into primary and secondary aid,² depending on whether or not the provider of free legal aid is allowed to represent the client before the court. As a part of the Faculty of Law, the Law Clinic is authorized to provide only primary legal aid, i.e. the students who work there cannot represent clients before the court.

The target population of the Law Clinic comprises people on low income and socially vulnerable groups of the society. On the basis of these basic parameters, the triage of clients that address the Law Clinic for help is performed.

• INTERVIEW

Before conducting the interview, students inform the client that they are students and that they are not allowed to give legal advice on their own. Afterwards, they briefly explain what form of legal aid they can provide. Once the client is familiar with the functioning of the Law Clinic and with

the process of providing legal aid and they agree to these conditions, students conduct the initial interview with the client.

At the very beginning of the interview, students will ask the client to give general personal information – name, last name, residence, occupation, personal identification number (OIB) and contact telephone number. After receiving the information, the client is asked to present his or her legal problem. At this stage, students should be especially careful to steer the client in the right direction with a series of questions relating to his or her issues in order to collect all the relevant data and to streamline the time spent talking to clients. All the data collected by students is entered on a special form.

Of course, the Law Clinic guarantees that all the data obtained by students remains confidential and that it is not disclosed to other persons who are not involved in the process of providing legal aid.

• ENTERING CASES INTO CASE MANAGEMENT SYSTEM AND THEIR PROCESSING

After the initial interview, students are required to report the received case to the student administrator on duty.

The administrator on duty then enters the case data contained on the prescribed form and may ask the student additional questions if some ambiguities need to be resolved. After the case is entered into the *Klinikarij (Clinicarium)* database, student members of the group specializing in a certain area of law take on the particular case. Before taking on the case, students have to consult their academic mentor on whether or not the case is appropriate for resolving. If the academic mentor gives an affirmative answer, students can begin the process of studying the subject with a view to its settlement.

In the process of resolving cases, students participate individually or in groups of two students maximum per case if it is a more complex case.

Once the student has studied the case in detail, a meeting of the whole group is convened. There the student informs the others about suggestions to resolve the given case. On this occasion, student members of the group can give their propositions. After the meeting, the student contacts the academic mentor to whom he or she proposes the solution to the problem in written form.

² Primary legal aid – the representation of a client in court is not allowed, the provider can only give legal advice or general legal information.

Secondary legal aid – includes primary legal aid + the authorization for representation before the court and other official bodies.



The process of legal advising in the Law Clinic

The legal opinion drawn up by the student must be composed following a standard form, which consists of a short introduction, the dispositive part of the legal opinion and its explanation, as well as the signature of the student.

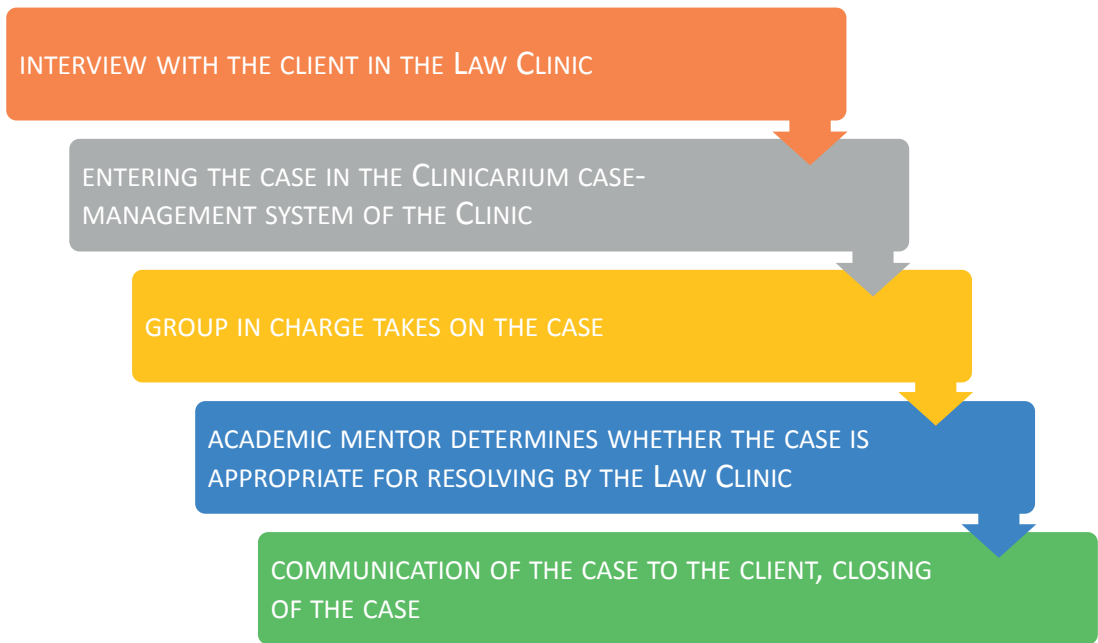
The task of the academic mentor is to check and ensure the correctness and completeness of the drafted legal opinion, and to steer the student in the right direction in solving the legal problem by asking the student questions and encouraging the student to study specific literature.

After the student adjusts or rewrites the legal opinion in accordance with the instructions received from the academic mentor, the mentor will

approve the legal opinion with his or her signature. At that point the opinion can be transmitted to the beneficiary of the legal aid.

The last part of the task, after the legal opinion is written, is the delivery of a written legal opinion to the client. Having written the legal opinion, the student who worked on the case will telephone the beneficiary of the legal aid and notify them of the day and time they can come to the premises of the Law Clinic, where the legal opinion will be presented to them.

The whole process of resolving cases generally takes up to 10 days.



Taking on the cases in the Law Clinic

THE ORGANIZATIONAL STRUCTURE OF THE LAW CLINIC

• GROUPS

The smallest organizational unit operating within the framework of the Law Clinic is a group. Each group specializes in a particular branch of law, and its primary focus is resolving legal cases related to it. However, the group members are allowed to resolve other legal cases, particularly in situations where there are not enough cases related to their primary legal issue. Groups typically have about 15 members. Students deal with the group’s functioning and organization, and they mutually agree on the distribution of tasks. Likewise, members of the group agree on performing duty hours and decide which students from the group will be on duty depending on mutual obligations. If no agreement is reached on these organizational issues, and the student mentor does not find an adequate solution, the problem is solved by the academic mentor.

The duty roster of groups by days of the week is drawn up by the Law Clinic’s administrators in advance for the entire academic year. Duties include the obligation of students to work at least four

hours in the Law Clinic on a day that is intended for a specific group. If students do not properly carry out their obligations, they will not receive confirmation of fulfilling their obligations, resulting in their not receiving 8 ECTS credits.

• SMALL COUNCIL

The Small Council is a collective body operating in the Law Clinic that consists of all student and academic mentors, student mentors and the management of the Clinic. It is led by Professor Alan Uzelac.

The task of the Small Council is to discuss various organizational issues related to the work of the Law Clinic, to present potential work problems, to inform the student mentors about future plans and to present reports on the work of individual groups.

The meeting of the Small Council is usually scheduled every two months. The meeting is initiated by the Director of the Law Clinic Professor Alan Uzelac via student administrators. Before the meeting, the administrators of the Law Clinic send an e-mail invitation to all student and academic mentors, with the date and time of the meeting and topics that will be discussed. The call is usually sent one week in advance for all



student mentors of the groups in order for them to have enough time to prepare and draw up a report on the work of their group.

Reports on the work of the groups include information on the number of cases received, resolved, unresolved and rejected as well as absences from duty, and possible problems.

The conclusions arrived at by the Small Council are to be followed by all groups in their future work.

Minutes on the Small Council's meetings are kept and subsequently sent to all groups in order to familiarize them with the presented news.

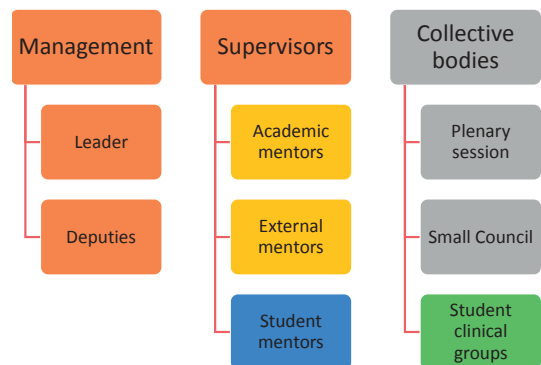
• PLENUM

The plenum is another collective body in the Law Clinic. It consists of all the members of the Small Council, and all student members of the Law Clinic.

Generally, it is held once a semester at the initiative of the Director of the Law Clinic, in Zagreb, on the occasion of holding ceremonies or when certificates and acknowledgements are presented to student clinicians for their work in the Law Clinic.

• MANAGEMENT OF THE LAW CLINIC

The management of the Law Clinic comprises its founder and Director Professor Alan Uzelac, his colleagues and associates Assistant Professor Slađana Aras Kramar and Research Assistants Barbara Preložnjak and Juraj Brozović, who take care of the functioning of the Law Clinic.



COOPERATION WITH PARTNER ORGANIZATIONS IN EUROPE

In its activities thus far, the Law Clinic has established cooperation with similar institutions across Europe, among which we should particularly emphasize the Norwegian Law Clinic Juss Buss and the Free Legal



Advice Centre, which functions as part of the Law School in Manchester in the United Kingdom.

The cooperation with foreign partner organizations is reflected mainly in the exchange of experiences and mutual study visits of delegations, exchange of student experiences, establishment of international student contacts and encouragement of student initiatives, about which you can read in the section Outreach Projects and Cooperation with Partner Organizations.

In addition to cooperation with similar Law Clinics abroad, the Law Clinic successfully cooperates with numerous humanitarian organizations such as the UNHCR.

PRO BONO MAGAZINE

Pro Bono magazine is the official newsletter of the Law Clinic. It informs the public about the activities and achievements of the Law Clinic. The founder of the magazine, who is also the head of the editorial board, is the author of this article – Josip Kovilić.

The magazine is published two times a year, i.e. once in a semester, and its printing is synchronized with the period when new generations of students join the Law Clinic, in order to allow

them to adapt more easily and to familiarize themselves with the work of the Law Clinic.

The magazine is put together by the editorial board of the newsletter. The board acts as a spe-





cial group within the Law Clinic and mainly consists of older and more experienced students who have a strong sense of teamwork.

The magazine is funded by donations and applications for various projects.

The domestic edition of the magazine is divided into five thematic units, which are designed in a way to present insight into the work of the Clinic.

The magazine itself has greatly contributed to the popularization of the Law Clinic, which in turn encouraged many legal practitioners to join the work of the Clinic and to participate in the education of future generations of young lawyers. It has also enabled the Law Clinic to continue its activities on a higher level.

Among the significant results achieved by the editorial board under the directorship of its founder, we should like to highlight the organization of humanitarian actions for children from the Children's Hospital in Klaićeva Street, the new premises of the Law Clinic in Zagreb, the close civic cooperation built with the Zagreb city authorities and the establishment of international ties with colleagues in foreign partner organizations, such as the editorial board of *Mandatory Magazine* of the Manchester University School of Law.

RELOCATION TO THE NEW PREMISES AND COOPERATION WITH LOCAL GOVERNMENT

The Law Clinic began as a small and obscure organization in Zagreb that provided free legal aid, but over time it developed into one of the largest providers of free legal aid in the Republic of Croatia.

The cooperation established with a number of civil society organizations and a large number



of local and regional government bodies, from among which it is appropriate to single out the administration of the City of Zagreb shows the importance and the progress of the Law Clinic. The cooperation with the City of Zagreb was recently crowned by the relocation of the Law Clinic into new and more spacious premises.

Given the fact that the Law Clinic is actively involved in various social processes – from providing free legal aid to citizens of low-income status and raising citizens' awareness of their rights to the organization of various humanitarian events – the news on the work of the Law Clinic and the need for new premises reached the City Administration and the Mayor's Office, thanks to the efforts of the editor of the *Pro Bono* magazine. The mayor decided to invite a selected delegation of students from the Law Clinic led by Professor Alan Uzelac to a meeting in his office. The theme of the meeting was the signing of a special agreement on cooperation between the Law Clinic of the Faculty of Law, University of Zagreb, and the City Administration, which would enable the Law Clinic to use their new premises for work. In the section Social Events, you can read more about the course of the agreement signing and its specific results.





PRAVNA KLINIKA
Pravnog fakulteta u Zagrebu

Ul. Jurja Žerjavića 6/II. kat
10000 Zagreb

☎ 01/4811-320, 01/4811-324,
01/4811-329
📠 01/4811-360
✉ klinika@pravo.hr
🌐 <http://klinika.pravo.unizg.hr>

Pkg–Ob–25/2015

The Group for the rights of children and family maintenance (*name of the clinical group*) composed of Ivan Horvat, Ivan Horvat, Ivan Horvat i Ivan Horvat (*names and surnames of the clinicians*), under the guidance of academic mentor Ivan Horvat (*name and surname of the mentor*) in the legal matter of **Ivan Horvat** (OIB 12345678901, 14 Marshal Tito Square, 10 000 Zagreb) (*name and surname, OIB and address of the client*), after a group meeting adopted on 25 January 2015, the following:

LEGAL OPINION
ON (PRELIMINARY LEGAL QUALIFICATION)

- I.) The client has the right to ... (*short statement in the form of a sentence*)
- II.) The client cannot ... (*short statement in the form of a sentence*)

Explanation

On 15 January 2015 (*date*) the party Pero Perić (*name and surname of the party*) addressed the Law Clinic with the following problem:

(*Description of the facts of the case*)

In support of his claims, the client submitted to the Law Clinic the following documentation:

- 1.) The Decision of the Municipal Court in Zagreb of 10 January 2015, No. X-123/45, (*type and general information about the documentation submitted by the client*)
- 2.) The Contract on the Apartment Lease of 20 December 2014 (*type and general information about the documentation submitted by the client*)

The party asked the following questions, which he/she considers relevant to the dismissal of his/her case:

- I.) Does he/she have the right to ...? (*question asked by the client*)
- II.) Can he/she ...? (*question asked by the client*)

- I.) (*The explanation is written in the manner in which provisions are stated in the text and then explained and applied to the facts. The provisions are not simply copied, but integrated into the text to allow the client to connect the stated articles with their facts.*)
- II.) (*The explanation is written in that the manner in which provisions are stated in the text and then explained and applied to the facts. The provisions are not simply copied, but integrated into the text to allow the client to connect the stated articles with their facts.*)

Certified by:
(*administrator's signature*)

Thank you for contacting the Law Clinic. Please do not hesitate to contact us for further information.

Sincerely,
the Law Clinic

6 Jurja Žerjavića Street, 2nd floor, 10 000 Zagreb
Telephone number (each working day from 10 to 12 a.m., Wednesdays and Thursdays from 5 to 7 p.m.):
01/4811-320, 01/4811-324, 01/4811-329, Fax: 01/4811-360, E-mail: klinika@pravo.hr

Name and surname of the client		Date	
Contact (Phone / E-mail)			
Personal identification number (OIB)			
Address			
Interview conducted by:			
Preliminary legal qualification (e.g. inheritance)			
Facts			
Questions			

Case number: _____
Date received: _____

STATEMENT

I, _____,
(name and surname)

(address, OIB)

declares that:

- I. All data presented during the conversation with students-volunteers are accurate and, to my knowledge, they fully correspond to the actual situation.
- II. I agree that the Law Clinic may make a copy of my ID card and of all the relevant documentation and keep it for the purposes of the work performed on the case.
- III. I agree that the Law Clinic may collect, process and use my personal data for the purpose of providing legal aid, in accordance with Article 7 of the Law on Protection of Personal Data (“Official Gazette”, No. 103/03, 118/06, 41/08, 130/11, 106/12) and other applicable regulations.
- IV. I am familiar with the procedure of receiving and resolving cases in the Law Clinic and with the fact that free legal aid may be denied in accordance with the Law on Free Legal Aid (“Official Gazette”, No. 143/13) and the Act on the Organization of the Law Clinic – the Statute of the Law Clinic.
- V. The description of the way in which the Law Clinic treats cases and provides free legal aid was handed to me (Document “How do we provide legal assistance? Basic information about the work on the cases of the Law Clinic”).
- VI. This statement is given for the purpose of exercising the right to free legal aid.

(signature)

GROUPS OPERATING IN THE LAW CLINIC

BY DAJANA OKUN, KRISTINA PUC, MIRNA ČOLIĆ, BORNA SUČIĆ, IVA BELJAN, MONIKA LORKOVIĆ, SINTIJA ANDROIĆ, LUKA LUJIĆ, ANDREA RUBA, ANDRO MRLJAK, ANTONIJA KANJER, SREČKO KRIVIĆ, VANJA SVALINA

THE GROUP FOR ASYLUM AND THE PROTECTION OF ALIENS

The Group for Asylum and the Protection of Aliens is responsible for providing free legal aid to asylum seekers, refugees, persons under subsidiary protection, aliens and stateless persons. The main task of this team of students is to test the merit of the claim of the asylum seeker in Croatia, concluding whether it meets the criteria for granting asylum. This activity is implemented in successful cooperation with the Croatian Law Centre. The Group also closely cooperates with the Centre for Peace Studies by monitoring court procedures at the Administrative Court in Zagreb in the appeals process for asylum requests that were rejected in the first instance. The Group also provides direct assistance to persons who have been granted asylum or subsidiary protection in Croatia. Furthermore, the Group is engaged in helping aliens regarding their legal status problems and stateless people to acquire their human rights and enjoy citizens' rights.

In January 2013, the Law Clinic of the University of Zagreb concluded a cooperation agreement with the Croatian Ministry of Internal Affairs in the field of international protection in the Republic of Croatia. According to the Agreement, the students have the opportunity twice a month to visit and provide free legal advice to asylum seekers who have been placed in reception centres in Zagreb and Kutina. Apart from those visits, the Group has also made visits to the Centre for foreigners in Ježevo.

Since the previous efforts and hard work of our Group have achieved very good results, the Group has expanded its activities by participating in different conferences and educational workshops. In December 2014 the Group was part of the Annual conference on asylum, migrations and statelessness, organized by UNHCR, the Croatian Red Cross and the Croatian Ministry of Internal Af-

fairs. This was the first time our Group participated in that kind of assembly. The Group representatives presented the Group's activities, plans and goals for 2015. Furthermore, in February 2015 the Group participated in UNHCR's Participatory Assessment Refresher Course, whose goal was to help the participants of the project and counterpart partners to fully understand the importance of this tool, to train in identifying the needs of persons of concern and to participate in future planning of activities and programmes.

CHARITY ACTIVITIES OF THE ASYLUM AND ALIENS GROUP

On the occasion of World Refugee Day, the Group for Asylum and the Protection of Aliens and our partner organizations, the Croatian Law Centre and UNHCR, organized a hiking trip to Mt. Medvednica, "2,700 Steps for 2.7 Million Syrian Refugees" on 14 June 2014. An exercise in abseiling (rope descent) was also a part of the trip, as a symbolic representation of escape and a journey into the unknown. Every "one hundred steps" the students placed relevant educational signage related to the difficulties of those escaping from conflict and persecution in Syria that they face when trying to reach safety. This humanitarian hike was part of the campaign supporting Syrian refugees dubbed "EUROPE ACT NOW" implemented by ECRE - the European Council on Refugees and Exiles, the pan-European network of NGOs. The campaign was intended to call upon European governments and EU institutions to take joint steps in providing protection for people fleeing the conflict in Syria and to show solidarity with the countries neighbouring Syria that had hosted a huge number of refugees.

The beginning of this year was marked by news of people trying to cross the Mediterranean Sea, fleeing from war, conflict or persecution, hoping for a better life in Europe. From January to May



Source: e-novine.com

2015 around 1,800 people drowned on that journey. The worst accident happened on 19 April 2015 when only 28 refugees survived a shipwreck from among the 850 who had boarded the ship. Therefore, on this year's World Refugee Day, the Group and our partners, the Croatian Law Centre and UNHCR, decided to commemorate all those who had lost their lives hoping for a better future. The name of the action was "The Jarun coast: 1,800 stones for 1,800 vanished in the Mediterranean Sea". The students symbolically painted 850 stones and scattered them on the coast on Jarun Lake. Out of those, they took 28 stones, representing those who had survived the shipwreck, and carried them from one side of the coast to the other, to their "safe harbour".

Apart from the above-mentioned projects, the Group organized several charity events for the reception centres they provide with legal advice. In September 2012, they organized a charity party in "Klaonica" whose collective entrance fees went into the purchase of two sorely needed washing machines for the reception centres. Also in December of 2014, the Group organized a "Charity Disco" in order to provide the asylum seekers in the Kutina reception centre with a little Christmas cheer. The collected donations from this event went into the purchase of toys for the younger children as well as basketball hoops for the older ones. The members of the Group, dressed in the costumes of Santa's little helpers, delivered the presents during the Christmas feast – to the great joy of everyone.

Unfortunately, today we are witnessing the largest displacement in the post-World War II era. War and conflicts are causing high levels of forced displacement and large numbers of asylum seekers arriving at the borders and shores of Europe and elsewhere. It is realistic to expect that the number of asylum seekers and other people of particular concern who need our help will continue to increase. Previous experiences have shown us that the free legal aid we provided in the past couple of years was of great importance to asylum seekers. We strongly believe that it is very important to constantly raise the awareness of society about the daily problems refugees are dealing with. Gaining the understanding of society would rapidly increase the speed of adjustment of refugees to their new environment. We sincerely hope that our efforts will contribute to the better functioning of the Croatian asylum system.

GROUP FOR THE ELIMINATION OF DISCRIMINATION AND PROTECTION OF MINORITY RIGHTS

The Group for Elimination of Discrimination and Protection of Minority Rights primarily deals with cases involving discrimination; however, it also specializes in administrative law. Unfortunately for the students, but fortunate for our clients, the Group does not receive very many cases dealing with discrimination because of the various safe-

ty mechanisms in the Croatian legal system, the most notable being the Ombudsman. However, those few cases dealing with discrimination are based on ethnic affiliation or national origin (e.g. the Romani people), religion and health condition (HIV infected). The Group collaborates with the Disability Ombudsman's Office as well as with the Gender Equality Ombudsman's Office. These collaborations give the students the opportunity to volunteer and study cases from the jurisdiction of the aforementioned Offices, under the supervision of the employees-legal experts, which makes up for the lack of discrimination cases coming into the Legal Clinic. Regarding the administrative law cases, students provide citizens assistance on virtually everything: to mention only a few examples – tax law, misdemeanours, NGO law and the legitimization of illegally constructed buildings.

In order for group members to become more familiar with the subject of administrative and anti-discrimination law, at the beginning of each semester training for the new generation is organized. Members of the Group have the opportunity to attend lectures given by judges, professors and lawyers. Throughout the lectures so far students have had the possibility to learn more about the procedure before the Croatian High Administrative Court, compiling a lawsuit and the sociological aspects of discrimination in the Croatian context.

Apart from casework, the Group is notable for the organization of the traditional Christmas reception, which takes place on the Clinic's premises just a couple of days before Christmas. This is a great opportunity for the students and their mentors to gather and celebrate the passing of another successful year, but it also serves as a fundraiser for those less fortunate. In 2014, the funds raised were donated to the victims of the catastrophic floods in the Croatian region of Slavonia. The year before that, the funds donated were used to buy food and other much-needed goods for several families in need. Both times, the Group managed to raise several thousand kunas.

THE GROUP FOR THE PROTECTION OF VICTIMS AND WITNESSES

The Group for the Protection of Victims and Witnesses is one of seven groups in the Legal Clinic which provide legal aid. At the moment we have

15 students who volunteer in this group. Although the Group deals primarily with the protection of victims and witnesses, it also helps the perpetrators of less serious crimes and misdemeanours.

The Group entered into a project with the Organization for Supporting Victims and Witnesses, a non-governmental organization, where our group members educated volunteers in criminal courts (sections for Help and Support) throughout Croatia about the legal rights of victims and witnesses. Education sessions took place in Zadar, Split and Osijek.

Group members participated in round-table discussions on improving the legal, psychological and economic status of victims and witnesses, and on informing victims and witnesses about the release of offenders from prison in collaboration with government and non-government organizations providing support to victims.

The Group also collaborates with the Luka Ritz Counsel organization. Group members volunteer there when the organization needs legal help. The Group was in the House of Europe on the presentation of Kompasito, a guide about the education of children. We received an invitation to this presentation from Transparency International, an association that deals with problems of corruption and from which we receive many invitations to various meetings.

THE GROUP FOR HELPING CITIZENS IN ENFORCEMENT PROCEEDINGS

The Group for Helping Citizens in Enforcement Proceedings is the latest specialized group of students to be set up in the Law Clinic of the University of Zagreb Faculty of Law. The establishment of the Enforcement Group was urged and became almost a necessity due to the severe economic and social crisis in Croatia after 2008, which resulted in a drastic surge in the number of people in need of legal advice for coping with enforcement proceedings. Nowadays, a vast number of cases in the Law Clinic are to some extent linked with enforcement proceedings, and the Enforcement Group is on the front lines in dealing with most of them.

The Enforcement Group usually provides legal advice and gives legal opinions on various matters

of enforcement procedure, from explaining the basic stages and institutes involved in such procedure to helping citizens to draft appeals or similar statements for the court proceedings. Also, the Enforcement Group tries to encourage citizens to resolve their legal problems by out-of-court settlement with creditors, since involvement in any kind of procedure in court brings additional costs and can be quite time consuming.

Through the years, students in the Enforcement Group, with the help of their academic mentors, have dealt with hundreds of cases in which clients needed legal advice and they have managed to produce satisfactory results and solutions in almost all of them. A tremendous help in performing that difficult task is training, conducted by academic mentors, which is organized at the beginning of each semester and has two parts: one theoretical, in which essential theoretical knowledge is passed on to a new generation of students; and one practical, in which new students participate in various case studies.

The Group is hoping and planning to make quality cooperation with civil associations, primarily associations dealing with providing help to citizens through financial planning and stability so that our clients, after having dealt with the legal

issues, have someone to turn to for help and guidance in solving their financial problems, which in most cases lead to enforcement proceedings.

THE GROUP FOR CHILDREN'S RIGHTS AND FAMILY SUPPORT

The Group for Children's Rights and Family Support deals with cases regarding divorce, spousal support, child custody, child support, distribution of property, division of debt, etc. The Group also works on civil law cases that can relate to family law. Since there are many cases in this vital area of law, the Group has acquired great experience in solving problems for families in Croatia.

The work of the Group consists of weekly sessions at which students advise clients and receive information and data for cases via telephone, e-mail and in person. When all the information for the case is gathered, students focus on finding the right solution for the client. Also, the Group has a weekly meeting where students can exchange opinions and help each other with their assignments.

The Group also cooperates with various associations and institutions such as Ombudsperson for Children of the Republic of Croatia, Gender



Equality Ombudsperson of the Republic of Croatia, RODA – Parents in Action Association, and Transparency International Croatia. Every year several students from the Group spend time volunteering and helping others as a part of this cooperation. Ever since May 2012, group members have joined other students in traveling to other cities around Croatia to advise clients and provide legal information.

Students find volunteering and helping other families and children very rewarding and useful. By volunteering as a part of the Group for Children's Rights and Family Support, students gain valuable experience they will most probably use very often in the future.

GROUP FOR THE PROTECTION OF PATIENTS' RIGHTS

The Group for the Protection of Patients' Rights is a small, but rather hardworking group. Our field of expertise is medical law, especially personal injury and medical malpractice, but also social security law and labour law, which often intertwine with medical law.

With a focus on making more patients aware of their rights, in 2012 the Group published a brochure in cooperation with Zagreb's City Office for Health containing relevant regulations about patients' rights, including regulations and directives of the European Union and information about medical treatment in the countries of the EU. Brochures were distributed in a number of health institutions in Zagreb, but also the members of our group provided more detailed information to patients, giving presentations inside mobile clinics. This year group members updated and handed out the brochure and the new version is in the process of being published.

The Group cooperates with a number of non-profit organizations in the field of patients' rights protection. One of them is Sve za nju (Everything for Her), an organization of women with breast cancer, their family and friends, with which we have had steady cooperation for a number of years, helping the organization by providing free legal advice to their members and by giving them legal support. The Group also cooperates with Hrvatski savez dijabetičkih udruga (Croatian Union of Diabetes Associations), an organization that brings together smaller organizations for diabetes in Croatia. Along with other experts who help their members

all over the country by giving advice over the telephone, we are the ones giving legal advice. In addition to providing assistance in person and over the telephone, the Group also helps via the Internet! In cooperation with IN Portal, the news portal for people with disabilities, we answer readers' questions regarding their legal problems which are in some way connected with their disabilities.

Finally, it is important to mention that, since the very beginning of Pro Bono, members of the Group have been very active in creating every edition, both as authors and as editors.

THE GROUP FOR THE PROTECTION OF WORKERS' RIGHTS

The Group for the Protection of Workers' Rights is one of the biggest groups in the Law Clinic and it has had the largest number of cases over the last several semesters. Unfortunately, the reason for this is the economic crisis in the Republic of Croatia: there has been a large number of companies that have closed down and, consequently, a large number of people who have lost their jobs.

The most common problem in the field of labour law is the case of wrongful termination of employment agreements. In such cases, clients want to know whether they are entitled to severance pay, how they can recover the wages that were not paid to them, which rights they have as unemployed persons, and so on.

The Group frequently calls upon their lawyers to come to the lectures on pension insurance. The Group has contact with the Croatian Employment Service and the Croatian Pension Insurance Institute. Furthermore, the Group cooperates with the Association of Carers and the website Kangaroo, where student members of the Group write their legal opinions.



BACK IN THE DAYS ...

BY JURAJ BROZOVIĆ, Assistant to the Director of the Law Clinic

I joined the Law Clinic in my third year and – quite honestly – I did not know what I should expect when I joined it. I thought this eye-to-eye experience with real clients might help me develop some useful skills for work in practice in the future. It would also enable me to practise in the field of medical law, the field I encountered only in my scientific research. So the Law Clinic sounded perfect – I could learn a lot and, most importantly, help those in need at the same time. Although the very concept was promising, the Clinic was going through a transformation when I joined it. Suddenly, instead of three groups, as originally in the first semester, there were six groups which one could join, and they differed depending on the social group it wanted to help. I joined the Group for the Protection of Patients' Rights and became its first student mentor. In the academic year 2011/2012, I became one of two student administrators.

Although the Clinic in its first semester had only one case, it did not take long for students to resolve its one-hundredth case. And this was only the beginning of a success story. The number of cases simply exploded. The citizens realized they could rely on the Law Clinic and that they were not left on their own. Naturally, it did not happen on its own. Great efforts were taken in order to spread the word around. We used local and national newspapers, TV stations and web portals. Ending the year with more than 300 cases clearly shows how good news indeed spreads fast.

So what made the Clinic so popular? In my view, it is the fact that the clients see the students as trustworthy persons who operate outside the system they are trying to fight. Moreover, students can easily in a more lay manner explain complicated legal rules. Last but not least, students engage in the work of the Clinic as volunteers



– so they have no pecuniary motive in choosing long-lasting and otherwise rather expensive methods of legal help.

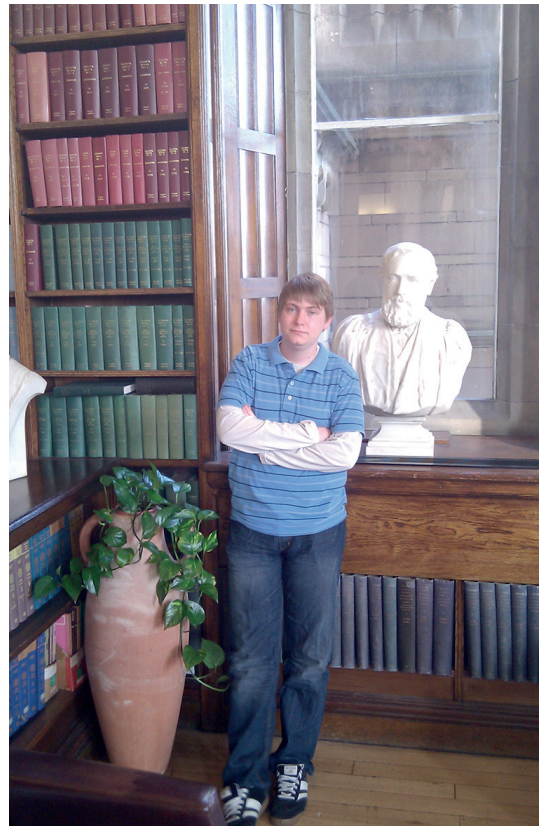
The decision to join the Law Clinic turned out to be the best decision of my life. It gave me experience, confidence and knowledge I could not have gained anywhere else. It made me realize that there is more to law than a simple statutory rule. The Clinic shows that the law is a tool we should never allow to become an obstacle. I sure hope many students will have that opportunity in the future.

BRANKA OBRADOVIĆ, student administrator from the academic year 2011/2012 to 2013/2014

“I joined the Law Clinic as a volunteer during my 3rd year of studies and in the second semester that the Clinic was open. It was at that time that a large number of clients started coming to the Clinic for legal aid. Working with clients and student colleagues was a fulfilling experience which prompted me to stay after the obligatory semester was over. The Law Clinic not only gave me the opportunity to use my legal knowledge to help those who needed it most, but it also enabled me to further my legal education by participating in numerous workshops, study visits and summer schools. I will always cherish the experience gained and the friends that I made during my three years of working in the Law Clinic. I also worked as a student mentor for the Group for the Children’s Rights and Child Support, and as a student administrator. Both experiences had a deep impact on the way I work today and helped me understand the inner workings of a law office and the effort that has to be put into an organization of a large number of people and cases to ensure that everything runs smoothly. I’m extremely proud to be able to say I was a part of such an important project that was the first of its kind in Croatia, and I hope that I’ve also contributed to its growth and development. I hope that the Law Clinic will continue to do what it does best: helping to educate people on their rights and on how to exercise them.”

TADIJANA VUKUŠIĆ, student administrator in the academic year 2012/2013

“The Law Clinic was founded during my 4th year of law studies. It attracted me by offering a practical approach to law, in a new and unique way, at least for the Faculty and Croatia at the time. As one of the first students participating in the work, my activities consisted of consulting citizens, educating new students and business organizations. And my clinical journey continues today, since I continue my work after studies as a mentor to the students. The Law Clinic provides a rare opportunity to make a difference in society by helping those who cannot afford an attorney. Furthermore, working with people helps to develop social skills and social awareness. Along with the networking and acquired organizational skills, the knowledge on how to apply theory in real life was the priceless starting point of my professional career.”



HOW DO WE PROVIDE LEGAL AID?

Basic information on the casework of the Law Clinic

1. Will the Law Clinic always accept your case?

The Law Clinic tries to accept every case, but priority is given to members of disadvantaged social groups, individuals and other persons who are unable to exercise their rights. Therefore, the Clinic reserves the right to refuse the cases of:

- persons who have already been provided with legal counseling and representation somewhere else (e.g. individuals who have already granted power of attorney in the same or similar case);
- persons who, in the opinion of the Clinic, have sufficient resources to ensure professional legal representation and those whose case is not of particular relevance to the work of the Clinic;
- persons who do not behave properly and disturb the students and other persons on the premises of the Clinic;

- persons who do not respond to telephone calls, do not provide the necessary information, do not submit their contact information or untimely respond to queries or requests for additional documentation.

The Law Clinic in principle does not accept cases:

- in which it is necessary to apply the law of a foreign country;
- in which the application is manifestly ill-founded and has the characteristics of abuse of law;
- in which the provision of legal aid would be inconsistent with the purpose and function of its activities.

2. How does the Law Clinic work on your case?

After the student on duty receives your case, it will be assigned to a particular clinical group. One of the students in the group will, as a student reporter, conduct research and draft a legal opinion. After the students and their student mentors agree on the



draft of the legal opinion, it is reviewed by the academic mentor – teachers and research associates of the Faculty of Law, as well as legal practitioners with the necessary experience. The final text of the legal opinion is delivered at the given address or handed down personally on demand.

3. How long does the work on the case last?

The Law Clinic tries to resolve each case as soon as possible, especially in emergency situations. Generally, it takes ten days from the date the case was accepted to resolve the case. In all cases, we tend to provide legal aid within a period that does not exceed two months. The actual time necessary to resolve a case may vary, as it depends on the number of cases in the Clinic at any given time as well as on other circumstances. In each individual case, we will give you an anticipated deadline by which we will attempt to resolve your case.

4. What form of legal aid does the Law Clinic provide?

The Clinic provides general legal information and legal advice, and helps clients in the preparation of various papers. The Law Clinic is not authorized to represent clients in court proceedings.



Interview





INTERVIEW WITH PROF. DR. ALAN UZELAC, FOUNDER AND DIRECTOR OF THE LAW CLINIC

BY MAJA MARTA MARTONJA AND JOSIP KOVILIĆ

1.) Please write a brief biography of yourself.

I was born in Zagreb, where I attended elementary school and high school. After graduating from Classical Gymnasium, I enrolled in the Faculty of Law and the Faculty of Humanities and Social Sciences at the University of Zagreb. During my time there, I spent one year as a guest student in Germany, at the University of Mainz. After graduating from the Faculty of Law, I started working at the Faculty of Law in Rijeka, where I participated in the teaching of the theory of state and law. Two years later I transferred to the Faculty of Political Science in Zagreb, where I worked on a project relating to human rights and the rule of law. I have worked in Zagreb, at the Faculty of Law, in the Department of Civil Procedure since 1994. I have attended various universities in the world, and to make it short, I will mention only Harvard Law School, where I spent a year thanks to a Fulbright Scholarship.

2.) You studied at the Faculty of Humanities and Social Sciences at the University of Zagreb and earned a degree in philosophy and comparative literature. You also attended the Faculty of Law in Zagreb, successfully earning a degree there as well. What motivated you to enroll in both faculties, and why did you choose law?

I had a great high school teacher of philosophy who stimulated my natural interest in the funda-



mental questions philosophy addresses and the theory of knowledge. So, the study of philosophy was a logical choice for me. But I enrolled in the Faculty of Law at the urging of a family friend, so that I could have a practical and useful qualification. From the beginning I wanted to combine knowledge from both fields of study and deal with the philosophy of law. I accepted the invitation of Professor Ivan Padjen and applied for the position of assistant professor in the Faculty of Law in Rijeka, where I collaborated in the execution of seminars and other educational forms. From the very start, Professor Padjen gave me a lot of freedom, as a result I could almost independently shape the content of the curriculum and adapt it to my interests. However, the seminars eventually changed to represent the way in which the law really works in practice, so I devoted myself to the discipline that deals with the law in the broadest forum possible.

3.) Does studying at the Faculty of Law today differ from studying there in your time?

I find this hard to evaluate. Our Faculty has always offered some excellent courses, some aver-

age ones and some below average ones as well. What has changed are students' requirements, which, I think, are greater than ever nowadays, and that may not be necessarily good because it induces stress, cramming and careerism. However, there are positive changes taking place, such as bigger opportunities for students to become acquainted with the practice of law during their studies. When I was a student, the majority of us had no contact with the actual practice of law whatsoever, while today it's almost inconceivable that students graduate without having experienced at least some kind of training in which they get to see what the legal profession looks like in real life. Another positive thing is the internationalization of the Faculty of Law, the ability to complement the study of law by comparative content, due to which one can even study abroad. That was possible even when I was a student, but it was difficult and carried some potentially negative consequences. My guest student status in Germany was part of an official university student exchange program, but it wasn't possible to exchange credits for any course I passed there, so administratively it was a 'lost year'.

4.) Do you think that the Bologna Process has improved the quality of study at the Faculty of Law? What would you highlight as an advantage?

What is now called the 'Bologna Process' is an amalgam of different and partly diverse ideas and initiatives. The most positive part of this process is the recognition of the study of law in Croatia within the European process of educating lawyers. The Erasmus exchange program, under which our students study abroad and foreign students visit Zagreb, has improved the quality of our Faculty. Other elements of the Bologna Process have had less success, partly because they were imposed from above, rather than being the result of a deliberate and well-prepared strategy of reforms planned by those who work in higher education. Unfortunately, that's why the Process has had a negative influence on the quality of work and study. However, some improvements have occurred: students attend some forms of teaching more regularly, they take the exams better prepared, there's more information available and students have more choice. It's not easy to answer

whether this is the result of the Bologna Process or of some other causes, especially because everyone has their own opinion when it comes to the Process.

5.) You were also involved in the adoption of the Law on Free Legal Aid. Do you agree with all the accepted solutions related to the current law? Do you believe that the law is good, taking into account the economic situation of the Republic of Croatia? Why? What would you highlight as its weakness? How do you see the development of the free legal aid system in the Republic of Croatia in the future?

I was a member of a large working group that worked on the first Law on Free Legal Aid and I also actively participated in critical debates on the law that ensued. When we drafted the law in 2008 the focus was on formally meeting the requirements for EU accession, and not on shaping legislation that would systematically and efficiently regulate this area. Since the adoption of the law coincided with the economic crisis, its regulations were designed in a way that was more favorable to the state budget savings than to the realization of the right to legal protection. In the end Potemkin Village was created: Croatia had the law on free legal aid, which looked solid at first glance, but it actually downgraded the level of rights to access legal protection mechanisms that had been reached earlier. Providers of primary legal aid suffered the most, because they were expected to fulfill impossible conditions and to instruct their clients on the complex procedure of issuing the so-called referrals for all legal advice. Therefore, only 1 percent of legal consulting was financed from the state budget resources and the overall budget for legal advice plummeted to levels that were practically insignificant. Due to the unified action of free legal aid providers, the new law removed some of the biggest obstacles, such as the referral system for primary legal aid, but the damage that had been done was difficult to repair. Firstly, instead of having a 2 million euro budget for legal counsel (which would be modest, but in

the range of comparable countries), Croatia has less than 2 million kunas for the same purpose. Due to the economic situation, it is extremely difficult to discuss an increase in any budget items and the damage is irreparable in the long run, because a great number of free legal aid providers had to close their offices due to the lack of funds. The current law has its shortcomings, particularly with regard to secondary legal aid, where there were hardly any changes. However, they are nothing in comparison with the very prosaic fact that our country spends four cents per capita annually for the realization of the right to access legal protection, while the European average is between two and seven euros, and the developed countries such as England and Norway invest 40 to 50 euros per capita per year for this purpose. The development of free legal aid will therefore be both the struggle for the redistribution of funds in the state budget (in which case much stronger and larger consumers, such as public administration, will have to be dealt with), and the struggle to maintain and increase the sector that provides free legal aid. It will be particularly important to properly evaluate the contribution of all those people who participate actively in the system, especially organizations that operate preventively, by providing legal advice which reduces the need for going to the courts and facilitates the immediate realization of the right to legal protection.

6.) You are the founder and the Director of the Law Clinic of the Faculty of Law. How did you come up with such an idea? What is the role of the Law Clinic as a part of the education of future generations of young lawyers?

The idea of clinical legal education is not new. However, in Croatia it took a long time for it to develop. The key problem was that (as well as the Bologna study) the idea of a law clinic can be interpreted in every possible way that connects legal theory and practice, from resolving textbook examples and fictitious cases, to practical exercises that are carried out by organized student visits to courts, lawyers' offices, and other places of practicing law. Even if the concept of a law clinic is limited to the participation of stu-

dents in providing legal assistance in concrete and real cases, there are dozens of different models through which this can be accomplished, from performing auxiliary tasks and legal research under the supervision of lawyers or judges to the independent processing of entire legal problems and representing users whose legal needs are met. There were other attempts to create some kind of student clinical work before our Law Clinic was founded, but the vast majority of such initiatives was short-lived or limited to a very narrow field of work. My contribution was, if there is any, that I, after years of dealing with the issues of free legal aid, managed to transform my acquired experience into a concept that has, at least so far, proved to be successful. There were also some favorable circumstances at the time the Clinic was founded. Our Faculty wanted to improve practical content in the fifth year of study to meet the demands that students should be trained for the practical conduct of their future profession to a greater extent. On the other hand, the Law on Free Legal Aid, despite other weaknesses, put law clinics on the list of the authorized providers of primary legal aid – legal advice and information. Based on this regulation, the Ministry of Justice invited tenders for supporting the activities of associations and law clinics in 2009. That is why I had no doubts when I was approached by then Vice Dean Professor Davor Babic in 2010. He asked me to revitalize and instrumentalize the idea of a law clinic and to put together a concept that would be suitable for its presentation to the Ministry of Justice and to the University. The specific model of our Law Clinic contains implemented examples of good practice that I had a chance to see at work, after having adapted them to local conditions and presenting them to the Administration. After that, everything happened spontaneously to be adapted to suit our needs and challenges. And how important is the Clinic for future generations of young lawyers? It would be best to ask our former “clinicians” who find themselves in the role of young lawyers. Many of them believe that the Clinic was the turning point in their studies, either as a place where they could finally practice what they had been training for, for years, or as that one element in their CVs that singled them out among other job candidates in the demanding labor market. Personally, I would like to believe that the Clinic contributes to the education of different generations of young lawyers, who are sensitive to

social problems and who try to contribute to the common good with at least a part of their work.

7.) Is working in the Clinic mandatory for all students at the Faculty of Law? How is their engagement in the Law Clinic accredited?

A part of the original concept was the idea that the Law Clinic is a choice, and not an obligation for students. This type of Law Clinic has the elements of volunteer work, which combines one's own professional development with the work for the interests of the wider community. Forced engagement is incompatible with this idea, as well as with the desire to "transform" all the work in the Clinic into ECTS points or exam grades. Moreover, the sense of the privilege of working there was something that we wanted to stimulate from the beginning. The Clinic should be a kind of elite activity in the law school curriculum - not because it brings prestige and power, but because of the invaluable experience and the opportunity to help others. Therefore, the evaluation of student engagement is very personalized: each student is entitled to an individualized certificate when they decide to leave the Clinic (and some of them spend three or more semesters there). The certificate clearly states the activities and projects they participated in, the number of cases they provided legal assistance for, and the initiatives they launched. This certificate is not only a reminder of their hard work and commitment, but can also serve as the best reference for future employers. There are now around 100 students working at the Clinic: naturally, not all of them can be equally excellent, but most "clinicians" have no problem meeting the minimum requirements to obtain 10 ECTS in the ninth semester of study.

8.) Is the Law Clinic in contact with similar institutions abroad?

Since its establishment, the Clinic was motivated by the best examples of student law clinics, and such could be found only abroad. Therefore, the Clinic has tried to connect with some of these clinics since its beginnings, so we could learn



from them how to be even better. In its first three years of work, the Clinic made contacts and organized student exchanges with some of the best European student clinics, through projects that are supported by the Embassies of Great Britain and Norway, for example with clinics in Newcastle, Manchester and London and Iuss Buss in Oslo. Now cooperation with foreign clinical projects takes place on an equal basis - we can both provide an example and learn about useful practices. On this basis, we participated in a European project in which a delegation of "clinicians" visited Ireland, Romania and Bosnia and Herzegovina. In some cases, for example in collaboration with law schools in Belgrade and Bihać, we were in a position to set an example and encourage the development of local clinical projects. I hope that we'll continue to work in the same way and there's also a possibility of cooperation and partnership with Clinics in Heidelberg and Vienna. International cooperation is extremely important to maintain the vitality and to continuously improve work practices in the Clinic.

9.) Can you tell us something about the internal organization of the Law Clinic? Who are the academic mentors? In what way is the regularity of students' legal opinions controlled?

I could single out three specific features that make our Law Clinic different from most student law clinics. These are: an integrated and diversified approach to legal problems, teamwork and the relative autonomy of "clinicians", and an elabo-

rate system of quality control of legal work in the Clinic. All three particularities condition the internal organization of the Clinic. First, because we foster an integrated approach in regard to users. Anyone can contact the Clinic without the need to pre-qualify their status and legal problem. That is what the internal diversification of work in clinical groups is for – each group focuses on a particular target group and type of problem: workers, over-indebted and discriminated citizens, children, patients, victims and witnesses of crimes, minorities, asylum seekers or aliens. However, this division of work is not absolute, we seek to achieve balance between our capacities and load. In each case, once the case is assigned to one of the current seven groups (that work in two shifts), it is dealt with not only by a student-reporter but also by the whole group, which is working as a team and guarantees the quality of all given legal advice and information. Additional levels of control are student, academic and external mentors, selected among those who have relevant experience in the area for which primary legal aid is provided. Academic mentors are generally younger colleagues and teachers from the Faculty of Law, and currently there are 12 of them cooperating with the Clinic. Along with academic mentors, there's an increasing number of external mentors, that is, lawyers, trainees or other qualified persons, who voluntarily accept to participate in the process of checking legal opinions. Among them there are more and more former “clinicians”, who continue to support the Clinic even as young lawyers. However, mentors are not here to impose their personal viewpoint - any given legal advice should be the result of the autonomous teamwork of the clinical groups, and mentors only help to make the final product of the clinical work even better.

10.) How can the Law Clinic help citizens with low income? According to what criteria does the Law Clinic provide free legal aid to the citizens of the Republic of Croatia? Who can ask for it? What are the reactions of the public to the existence and functioning of the Law Clinic?

In its work, the Law Clinic seeks to achieve a balance between its educational and social functions.

From the educational perspective, the Clinic is ready to receive any case that is suitable for students, who, by working on it, gain the necessary practical experience. From a social perspective, which is in the foreground and which is very important for the Clinic, we want to help people in need. In the first period of its work, users who came to the Clinic were spontaneously filtered by themselves: by the logic of things, most of them were citizens whose income status was not sufficient for them to afford legal advice on the commercial market of legal services. However, I must note that, as one of few success stories in the field of free legal aid, the Law Clinic was very well received by the public, so that both printed and electronic media reported on it regularly and in a positive light. This increased visibility and good reputation of the Clinic, as well as the poor state of the general legal aid system, has led to an increase in the influx of cases, and even to the increased number of people coming as potential users, who cannot necessarily be considered as belonging to the category of people with low income. Because of that, there has lately been an increase in the number of cases in which clients have been rejected because they don't meet the criterion of income status and their case is not of interest to the Clinic. But still one rule can be used for orientation: anyone can contact Clinic for free legal aid and help will be denied only in exceptional cases, in which neither educational nor social criteria are met.

11.) The Law Clinic operates as a merger of legal scholars, legal practitioners and law school seniors. Does the Law Clinic collaborate with legal professionals from the ranks of judges, lawyers ...? How do they participate in the functioning of the Clinic?

The Clinic educates students for the practice of law, and thus it would be unthinkable for it not to work closely with legal practitioners. Since the main area of clinical work is primary legal aid – advice and information – there is not much cooperation with courts and judges on a daily basis. However, this doesn't mean that there's no cooperation at all. Courts appreciate the preventive work of the Clinic to the extent that it relieves them of

cases which do not belong in court, or which are wrongly and poorly placed. I sometimes hear positive comments, which means that judges pay attention to what the Clinic is doing. In several cases, they praised the legal opinions that enabled one hopeless case to become clear and purposeful, as one judge said. However, we seek to establish closer cooperation with the attorney's offices, and there are more lawyers and law trainees included in the work of the Clinic as external mentors and advisers.



12.) In a recent issue of Pro Bono, we could read an interesting interview with Mr. Mladen Klasić, Vice President of the CBA, who is responsible for the matters of free legal aid. Is the Law Clinic a competitor to lawyers in Croatia in terms of providing legal aid to citizens?

The times when every form of legal work was perceived as an undesirable element that threatened the monopoly of the legal profession seem to finally be over. Although there used to be complaints, and even accusations that the non-monetized providing of legal advice by civil society associations and other organizations was an act of illegal law practice, the situation today is quite different. After a decision of the Constitutional Court in 2011 cleared up any doubts about the constitutional position of the legal profession, the new Law on Free Legal Aid even more clearly defined the division of roles in the area of legal aid. In the sphere of free legal aid, the competition has practically been eliminated because associations and law clinics legally deal with providing primary legal aid, and lawyers provide secondary legal aid. Experts providing free legal aid to low-income citizens in non-profit cases should not be considered as a threat to other lawyers and professionals. As comparative research shows, even in the richest countries the legal needs of the poor regularly exceed the capacities and capabilities of professional providers. That's why any help is welcome. This is what lawyers are aware of, so the relation-

ship between the Clinic and the legal profession is not that of competition, but of partnership. With more individual lawyers who collaborate with the Clinic (and whose number is constantly growing), we develop cooperation with law firms that are aware of their social responsibility. Just like many large multinational law firms participate in legal work pro bono, our Clinic concluded an agreement with one of the largest Croatian law firms, which participates both in the training of young "clinicians" as well as in the monitoring of individual groups. In its work, the Law Clinic strives to follow the best legal practice, and to respect the rules of ethics in the provision of legal aid. The aim is not only to provide legal assistance by following the highest professional rules, but also to give law firms an opportunity to take on trainees who do not need to be taught the basic rules of the profession. Therefore, it's a relationship with mutual benefits.

13.) How do you see the development of the Law Clinic of the University of Zagreb Faculty of Law in the future?

I see it as one of the leaders in clinical legal education in Europe, as a role model for other law schools in the country and abroad, and as the pride of all its former, current and future "clinicians", co-workers and partners. I also see a lot of different challenges, but I believe that we'll successfully meet and overcome them all.

Petra Pećnik (translate)

Outreach projects and international cooperation





PRESENTATION OF “OUTREACH PROJECTS”: PROVIDING LEGAL AID ACROSS CROATIA

BY BRUNO MILINKOVIĆ

The Law Clinic of the University of Zagreb Faculty of Law has been successfully running for several years. Conceived as legal assistance provided to people in need and a new method of legal education, it has proved to be extremely effective through a number of its projects and the results achieved. Many projects have already been completed and new ones are about to start.

The subject of this article is a project launched in early 2012 in cooperation with the Royal Norwegian Embassy, which helped finance the project, namely the so-called Outreach Projects.

In addition to the diverse needs of citizens for legal aid, it was also recognized that sometimes it is necessary to reach out in order to properly resolve cases and help people who cannot otherwise exercise their right to legal aid. Due to the alarming lack of knowledge about patients' rights in the Republic of Croatia, the need for legal aid was recognized by the Group for the Protection of Patients' Rights. Their project “Promotion of the rights of patients in the community” contributed to the dissemination of information about patients' rights through interactive sessions and concrete legal aid. It also laid the foundation on which outreach projects were later developed.

Alongside its activity in Zagreb, the Law Clinic is actively working on expanding its activities across a wider territory with the help of “outreach projects”, which are providing legal aid in the cities across Croatia, in collaboration with various civil associations, cities, municipalities, hospitals and similar institutions. The Norwegian clinic *Iuss Buss* served as the model for this project. Based on the positive experience from already realized outreach projects, it was decided to preserve this form of practical work.

Outreach projects can be realized in different ways: primarily, by visiting towns and municipalities where we are hosted by our partners. During



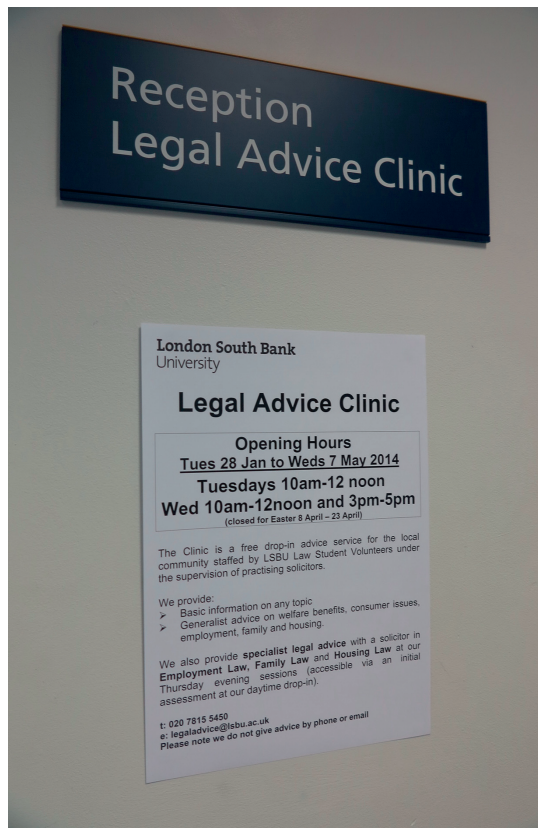
these visits, the volunteers of the Law Clinic perform the same tasks as in the residential clinic in Zagreb, i.e. receive clients and collect information on the legal problem that needs to be solved. In addition to the primary form of activity, there are other forms of activities performed by outreach projects. For example, travel and outreach projects of the Group for the Protection of Patients' Rights are based on the idea of informing the stakeholders, i.e. patients, in educational workshops that can be carried out in the form of lectures or panel discussions. Attending various professional conferences dealing with relevant legal topics and study visits are also possible.

As the project clearly shows, at first it was necessary to make contact with partners that we intended to visit. After the documents explaining what our project was about were created and each

of the contributors was invited to cooperate, the “coordinators” for each city and municipality we wanted to visit were selected. Notwithstanding separate group projects in the Clinic, outreach projects are now integrated into one system successfully managed by a few students and Lea Puljčan, the student coordinator for legal aid outreach projects, has been successful at it for awhile. The system of outreach projects currently functions through a “network” of cities and municipalities that the Clinic visits on a regular basis. Each new visit is a possibility for expanding the circle of our beneficiaries who consider this form of our work useful. Therefore, it is not surprising that the number of legal cases with which clinicians return to Zagreb has increased.

Outreach projects attract the attention of many with their theme, form and current achievements. Those who have no notion of the existence of the Law Clinic or do not have the opportunity to come to Zagreb and describe their problems to us directly will certainly approve of the idea of the project. It gives us an opportunity to solve this problem by meeting these people in their environment, i.e. associations, hospitals, city spaces, retirement homes and similar institutions.

Considering the utility for end beneficiaries (clients), it is not necessary to specifically point out its benefit for students, who will thus certainly gain useful experience, as well as the benefit for the Law Clinic itself, which will be expanding its activities outside Zagreb to attract the attention of new potential partners and to raise its work to an even higher level, to the approval of its clinicians and leadership. Finally, it should be noted that the Law Clinic in Zagreb will certainly try to build its further work on creative projects such as this. It is this kind of work and volunteer activity that complement the studies at the Faculty of Law, which can sometimes be tedious. In addition to exploring the other side of the legal profession, the practical one, it is possible to express the full potential of individual students who can complement their understanding of the profession that they have chosen to pursue and in the best possible way – by contributing to the community that they are members of.



STUDY VISIT TO GREAT BRITAIN

BY JOSIP KOVILIĆ

A delegation of the Law Clinic of the Zagreb Faculty of Law, consisting of five students and eight academic mentors headed by Alan Uzelac, participated in a study trip to the United Kingdom from 23 to 30 October 2011.

The study visit encompassed the cities of London, Manchester, and Newcastle. The aim of the visit was the exchange and the acquisition of experience in managing legal clinics that provide free legal aid to the citizens in a difficult financial situation. Our study visit began with our arrival at Gatwick Airport outside London where we were welcomed by our hosts, Mr. and Mrs. McCormac. Immediately after our arrival, we went to our hotel and dinner where we received details on the activities that awaited us the following day.

Over the next few days we had the opportunity to visit several institutions dealing with free legal

aid, of which the National Pro Bono Centre left a particularly good impression. However, this article will focus most on the student law clinics at the Northumbria University Law School and the Manchester University School of Law.

Northumbria Law School

The Law School in Newcastle is located in a large and modern complex of the University of Northumbria where quite a small area encompasses a large number of facilities and student dorms in the area nearby. A law clinic named “Student Law Office” (SLO), which has had a relatively long and successful tradition in the community, is part of the Law School in Newcastle. Working in the SLO is an obligation for all the students in their final year of studies, and it lasts for the whole academic year. Students receive grades and points





the supervision of the academic staff and a lawyer who works with the students. The process of receiving and scheduling clients is managed by a specially organized professional administration that evaluates whether a case will be taken on. The SLO's entire organization points to its educational purpose and nature. According to Mrs. Victoria Murray, who is the Main Office Manager, the SLO has, for several consecutive years, received a prestigious award for its contribution to the community in terms of legal aid. The Clinic is of an especially educational character, and students are specially trained in techniques of interrogation and client approach. A special computer system was developed into which teachers upload special video material that shows correct and incorrect techniques of client approach, which are then trained in practice. In addition to the theoretical part, students have special supervisors at their disposal, who most often have legal experience and who not only supervise their work, but also give practical advice. Besides normal skills necessary for any future legal expert, students

for their activity. The SLO is equipped with the newest office equipment and it occupies an entire floor of the very modern and newly built University building. For the purposes of SLO's activities, every student is provided with a computer that is at the same time connected with the computer of a legal consultant who supervises the students' work. It is a very interesting fact that the students who work at the office have rooms at their disposal that were constructed to resemble courtrooms of the Magistrates' Court and in which simulated trials are held, in order that the future legal experts may be able to prepare themselves for the future challenges in their careers. The floor on which the SLO is situated has a special room in which they receive clients. The room is surrounded by glass walls and equipped with a special panic button to allow the students to summon security in case an unwanted reaction of a client posed a threat.

Students who work on their clients' legal cases may make submissions to the court and participate in trials in the name and on behalf of their client, which is something that especially impressed us. According to the English colleagues we talked to, some cases they manage may even last a year or two. Submissions and legal advice that the students give to their clients are under





are also taught the ethics of the legal profession. In addition to receiving their clients in the Law School's, i.e. the SLO's, offices, students also visit clients who live in remote areas of Newcastle or in the city suburbs; however, at the moment, this kind of practice was most likely to be brought to an end because of security concerns.

After two days of touring and acquiring experience in Newcastle, we headed to Manchester to visit the Manchester University School of Law.

Legal Advice Centre

The Manchester University School of Law is one of the most prestigious Faculties in England. It is located in the city centre in an 18th-century building. The University itself was established in 1824. On first sight, we noticed some similarities to the Faculty of Law in Zagreb. The law clinic is located two streets farther on in a building complex that resembles a shopping centre. The office rooms are quite small in comparison to the SLO in Newcastle, which pleasantly surprised us, since it resembled how the Zagreb Law Clinic's rooms looked at the time. The complex itself occupies the





ground and the basement floor of a small building, and it is only a big red board that says *Legal Advice Centre - Manchester University School of Law* that leads one to the conclusion that this is an institution of the School of Law. At the very entrance, on the right side, there is a small room for client interviews. Next to this room is the Clinic's manager's office and the secretary's office.

Most of the work on cases is done in a room that is on the basement floor of the building. There is a bigger room here with around ten computers and many professional books. The office has its own professional administration that answers phone calls and decides on the taking of cases and on assigning clients to students. When choosing clients and cases, special attention is paid to the fact that they should be of a highly educational character. Students are not obliged to work at the office, and only students interested in working here and who voluntarily apply are accepted into the Centre. The office itself is very precisely organized and all details are taken into account.

Client interviews are always done by pairs of students. Before talking to the clients, they receive a checklist with a series of questions that they need to answer. The interview is, just as in Newcastle, conducted in a room with glass walls so that the academic staff can at any moment observe what is

going on in the room. One thing we noticed is that the students who work in the office with clients wear suits. Our hosts explained to us that this is so because the rules of the office prescribe a special dress code. According to Mrs. Dinah Crystal, the Office Manager, students do not have to wear expensive suits, but they are obliged to wear shirts and smart pants out of respect to the clients. Just as in Newcastle, students may attend court and speak before the court in the name of their client. During their work with their clients, students are under the vigilant supervision of a lawyer who takes part in the office's work. The lawyer is always at the students' disposal and helps them by providing advice.

During our visit, we had the unique opportunity to participate in working on a case with our English colleagues and the responsible lawyer. The lawyers that are on-call at the office and are at the students' disposal are replaced every week. According to our hosts, the School has signed an agreement with local law firms that have committed to making their experts available to the students at the student office. An interesting observation we made is the fact that all clients that come to the Legal Advice Centre are given a power of attorney to sign through which they authorize the Legal Advice Centre and their members to rep-

resent them. The document is also signed by the student who works on the case. Equally, all the students who come to work at the office need to sign a statement on confidentiality.

Despite the formal dress code, the atmosphere in the office was very casual and pleasant. At the end of the office tour, our hosts relaxed with us over tea in a big salon that is located in the library inside the School building. Here we got the chance to talk with prominent legal experts from the local community of the University.

After a few days of touring Manchester and Newcastle, it was time for us to return to London and fly back to Zagreb. The study trip was very instructive and the experiences acquired clearly show how law clinics can be organized. The visit itself has awakened the interest of our colleagues in Manchester. Thus, they contacted us a few months later to ask us to write an article about the Zagreb Law Clinic, which was then published in the journal of the Manchester School of Law.



REVIEW OF OUTREACH PROJECTS 2012/2013

BY LEA PULJČAN

The Law Clinic has achieved cooperation with a number of civil society organizations and cities all over Croatia.

COOPERATION WITH ORGANIZATIONS

Cooperation with the *Association for Promoting Inclusion* was achieved in Bjelovar, Osijek, Slavonski Brod and Šibenik. In Karlovac, the Law Clinic cooperated with the *Society of Persons with Disabilities of Karlovac County*. Cooperation was also established with the *Center for Peace Studies* in Korenica, with the *PINO Organization* from Split, the *Association of Disabled People Križevci*, the *Association of Persons with Disabilities “A Better Tomorrow” of the Town of Koprivnica* and the *Association for Persons with Disabilities of Krapina – Zagorje County*.

COOPERATION WITH CITIES

The Law Clinic achieved cooperation with the city of Daruvar, where clinicians were given rooms in the City Hall for the Clinic’s activities. In Zadar, cooperation with the *Zadar City Library* was established and clinicians got to work in its multimedia rooms. One of the projects important to point out is the one started with the *Civil Rights Project Sisak (PGP Sisak)*, due to which the cities of Dvor and Hrvatska Kostajnica were visited for the first time. In the third round, outreach projects took place in the towns of Pakrac and Petrinja, where space was provided by the *Serb Democratic Forum*. In subsequent rounds, Glina was visited. In the cities of Koprivnica and Zlatar, two legal aid sessions were organized: the first on the premises of the associations and the second in collaboration with the cities on city premises. This method of presenting services was agreed upon due to the

wishes of the associations to provide legal aid to their customers on their own premises during the Clinic’s visit. Cooperation with new cities also happens at the initiative of students of the Faculty of Law in Zagreb. Thus, legal aid sessions were carried out in the City Administration in Vrbovec. Working in conjunction with the PGP Sisak, cooperation with Vrginmost, the seat of the Gvozd municipality, was established in the ninth round.

EFFICIENCY OF OUTREACH PROJECTS

Outreach projects were held once a month. From September 2012 to June 2013, 10 rounds of out-





reach projects were completed. In addition to cooperation with civil society organizations and

cities, 20 cities were visited and cooperation with 15 civil society organizations was established.

Table 1. The Clinic visited the following cities:

	1 st round	2 nd round	3 rd round
Cities	Bjelovar	Bjelovar	Bjelovar
	Daruvar	Daruvar	Daruvar
	Karlovac	Karlovac	Dvor
	Koprivnica	Koprivnica	Hrvatska Kostajnica
	Korenica	Križevci	Karlovac
	Križevci	Osijek	Koprivnica
	Osijek	Slavonski Brod	Križevci
	Slavonski Brod	Split	Osijek
	Split	Šibenik	Pakrac
	Šibenik	Zadar	Petrinja
			Slavonski Brod
			Split
			Šibenik
		Zadar	

	4 th round	5 th round	6 th round
Cities	Bjelovar	Daruvar	Daruvar
	Daruvar	Dvor	Dvor
	Dvor	Karlovac	Hrvatska Kostajnica
	Hrvatska Kostajnica	Koprivnica	Karlovac
	Karlovac	Križevci	Koprivnica
	Koprivnica	Split	Križevci
	Križevci	Zadar	Petrinja
	Osijek		Split
	Pakrac		Zadar
	Petrinja		Zlatar
	Slavonski Brod		
	Split		
	Šibenik		
Zadar			

	7 th round	8 th round	9 th round	10 th round
Cities	Daruvar	Daruvar	Daruvar	Daruvar
	Dvor	Dvor	Dvor	Dvor
	Glina	Glina	Glina	Glina
	Hrvatska Kostajnica	Hrvatska Kostajnica	Hrvatska Kostajnica	Hrvatska Kostajnica
	Karlovac	Karlovac	Karlovac	Karlovac
	Koprivnica	Koprivnica	Koprivnica	Koprivnica
	Križevci	Križevci	Križevci	Križevci
	Split	Split	Split	Split
	Zadar	Vrbovec	Vrbovec	Vrbovec
	Zlatar	Zadar	Vrginmost	Vrginmost
		Zlatar	Zadar	Zadar
		Zlatar	Zlatar	

Table 2. Number of received cases and general legal information given by rounds:

Round number	Number of cities	Number of students	Number of received cases	Number of “general legal information” given
1 st	10	31	22	10
2 nd	10	32	20	14
3 rd	14	43	30	11
4 th	14	45	20	16
5 th	7	14	15	20
6 th	10	21	19	43
7 th	10	29	26	13
8 th	11	34	12	23
9 th	12	35	11	26
10 th	12	26	14	42
		TOTAL	189	218



THE DELEGATION OF THE LAW CLINIC VISITS THE NORWEGIAN *JUSS-BUSS*

BY DORA MARIJA KUCHAR

In the very beginning of the idea of the first Croatian legal clinic, we wanted to achieve good cooperation and exchange of information with legal clinics across Europe, hoping to follow their good examples. In accordance with that, the Law Clinic has established cooperation with the Norwegian legal clinic, Juss-Buss.

Juss-Buss started its activity back in 1971. Since then, it has achieved considerable success in providing free legal aid in Norway. Unlike our Law Clinic, where students exclusively volunteer, Norwegian law students take a year off to work in the clinic full-time, for which they are paid. The goal of the Norwegian students working in *Juss-Buss* is to help people of lower income status (they are, however, not social cases, so they do not qualify for free legal aid) in matters of family, distraint, criminal, labor, social and immigration law.

The first day of our visit, we went to an open prison called Kroksrud Fengsel. The members of *Juss-Buss*, among other things, help inmates with re-scheduling their debts. Upon entering the prison, as it is usually the case with Croats outside their homeland, we were greeted with “Dobar dan i dobrodošli” (“Good afternoon! And welcome!”) by one of the inmates. After the initial surprise and thought that we were meeting a countryman even in Norway, our conversation with him revealed

some interesting details about the everyday functioning of the prison. Although Norway is very criticized for it, there are no long-term sentences or life imprisonment there. The longest period of time in prison to which offenders may be sentenced is 20 years. The prison system in Norway is based on preventing any further commission of offense. Prisoners serving maximum sentences spend the first 15 years in a closed prison, after which they have the possibility to transfer to an open prison for the last five years of their sentence because of their good behavior. Open prisons are meant to be a transitional type of prison that prepares the inmates for reintegration into society. Prisoners either work in prison and receive a daily minimum wage from the State, or are given the possibility to seek employment outside the prison (in this case they are obliged to pay a kind of rent to the prison for accommodation). Prisoners who work in prison are engaged in various activities – cooking, cleaning up, making furniture, etc. Some of them even have the opportunity to train mine-detection dogs. The prison that we visited offers the possibility of primary and secondary education for prisoners. The whole philosophy of Norwegian prisons is based on the principle that what you give is what you get – the prison system has confidence in prisoners, while they have confidence in the prison system.





The second day of our visit began with a short introduction to the work of *Juss-Buss* and continued by visiting the Gatejuristen (The Street Lawyer). This organization was founded in 2004 to provide free legal aid to current and former drug addicts. It currently has offices in six cities across Norway. Seventy volunteers work in the office in Oslo, while five people, each with a law degree, are permanently employed. Similarly as in our Clinic, the volunteer activity is supervised by full-time professionals. Due to the sensitive social group of people whom they help, the volunteer work does not stop at the offices of the organization, for the volunteers must also go out into the streets and seek their customers by disseminating information leaflets and visiting places of high risk. Although we were initially skeptical about the results of such an approach, the representatives of the organization reassured us by presenting their results and successes they had with their final beneficiaries. On the same day, the Croatian delegation of student clinicians held a very well-received presentation of our clinicians' work as part of our outreach projects. This is a project by which the



Clinic strives to provide legal aid to people outside the parent Law Clinic in Zagreb. With the help of the donation from the Norwegian embassy, the Law Clinic has the opportunity to design and implement the projects of visiting ten Croatian cities, where it has provided free legal aid once a month since September last. Furthermore, encouraged by the cooperation with the Zagreb city libraries as part of the project called "With the book to the roof", our Clinic provides free legal and often social aid to the homeless. The field of our activity is also spreading to informing patients of their rights to health insurance. Despite the fact that Croatia does not have major immigrant problems, the Law Clinic even helps foreigners and asylum seekers within a specific group. The presentation received much praise, especially because all these projects were implemented in a very short time.

On the third day, we got the opportunity to witness the group work of Norwegian clinicians. Differences in methodology of the work exist, especially if you take into account that our clinic has about 100 clinicians and student mentors and 15 academic mentors, while *Juss-Buss* has





20 clinicians employed full-time, 10 student mentors working part-time, and an academic mentor. Former clinicians provide significant help and are contacted if there is a complicated legal problem the clinicians have not met before and are not sure of the solution. If former clinicians cannot help either, then the academic mentor is contacted. The final product of the work is the advice given by the students themselves, overseen by the group in which the student works. Great emphasis is placed on group work, which forms the basis of *Juss-Buss's* activities, with strictly specified formal procedures. Also, Norwegian clinicians are authorized to represent clients in certain procedures, which is not the case in Croatia, although it can be said that we do not lack enthusiasm. The last day of our stay in Oslo, we attended several lectures with the same theme – providing free legal aid. The first lecture was given by a representative of the state administration concerning legislative regulation. After that we visited the Bar Association and the JURK organization, and finished our tour by visiting the State Office for Free Legal Aid. During the lecture by the representative of the state administration, we gained insight into the free legal aid system in Norway and its application in practice. At the Bar Association we were informed about their way of work and organization. The most interesting difference in comparison to the Croatian Bar Association is that the membership in the Norwegian Bar Association is voluntary, and new members are enrolled according to a discretionary assessment of each individual lawyer. Nevertheless, over 90 percent of the lawyers are members of the Bar. One of the initiatives launched by the Bar Association is to encourage lawyers to give free legal advice. We also visited the JURK organization, which is engaged in providing free legal aid to abused women. Although at first it may seem discrimina-

tory, the employees and volunteers of the JURK are only women. The reason for this is the special sensitivity of the women who turn to them, and the noticeable decline in the interest in their organization that would consequently lead to fewer chances of assistance if men worked there.

Our last visit was to the Office for Free Legal Aid, where we were greeted by the Head of the Office, who is also a former clinician of *Juss-Buss*. The Office for Free Legal Aid is the only office of its kind in Norway. Founded in 1893, it employs only professional lawyers who are obliged to dedicate 40 percent of their work time to work in the Office. They currently employ 15 lawyers who come three times a week. Since they are financed by the State and city funds, each year there are problems with the retention of these funding sources. Although Norway is considered to be one of the richest European countries, it should be noted that it is also a country of great social differences. However, after visiting various legal institutions and organizations, it can be concluded that the country's social sensitivity is at a high level. Despite the fact that Croatia is quite often criticized for being a welfare state only on paper, the Croatian delegation in Norway showed that Croatian law students can be very socially sensitive, cultured and educated in both legal and economic issues. We readily answered and posed questions, set standards, and thus showed that we can be compared favorably to the Norwegian students. Upon returning to Croatia, we decided to visit the pearl of our country – the Pula Arena. Our Norwegian adventure finished with one last look over the Arena. At the end of the trip our impressions related to *Juss-Buss* were more than positive. We came back with fond memories of beautiful friendships, positive experiences, and more than enough working spirit, which we hope to bring into the work of our Clinic.

REVIEW OF OUTREACH PROJECTS 2013/2014

BY LEA PULJČAN

In the academic year 2013/2014, we continued our cooperation on outreach projects with cities and civil society organizations that was established at the very beginning of the project in May 2013. Thus clinicians provided free legal advice during the winter semester in four rounds of outreach projects in ten cities: Karlovac, Vrginmost, Zlatar, Vrbovec, Križevci, Koprivnica, Hrvatska Kostajnica, Dvor, Split and Zadar. In the winter semester, 101 cases were received.

During the summer semester, cooperation with five new cities was established. In addition to the aforementioned cities, clinicians provided free legal counseling in Rijeka, Čakovec, Bjelovar, Varaždin and Novska from April 2014. Clinicians themselves were responsible for the establishment of the cooperation between the Law Clinic and the new cities. In these cities, they recognized the cit-

izens' need for free legal counseling. Their efforts and presentation of the work of the Law Clinic were met with the approval of the city authorities and the Clinic became accessible to an even larger number of citizens. The goal to which the Law Clinic has strived from its very beginning is to become accessible to as many citizens as possible, particularly to socially disadvantaged groups of people. In this way, accomplishing its goal becomes possible through the outreach project. The increase in the number of cities led to the increase in the number of cases received in the summer semester, the total adding up to 193. This brings us to the final data on the number of received cases in the academic year 2013/2014.

In eight rounds of outreach projects that lasted from October 2013 to May 2014, 15 cities in total were visited and 294 cases were received.



Table 1. Visited cities by rounds:

	1 st round	2 nd round	3 rd round	4 th round	5 th round	6 th round	7 th round	8 th round
cities	Karlovac	Karlovac	Karlovac	Karlovac	Karlovac	Karlovac	Karlovac	Karlovac
	Vrginmost	Vrginmost	Vrginmost	Vrginmost	Vrginmost			
	Zlatar	Zlatar	Zlatar	Zlatar	Zlatar	Zlatar	Zlatar	Zlatar
	Vrbovec	Vrbovec	Vrbovec	Vrbovec	Vrbovec	Vrbovec	Vrbovec	Vrbovec
	Križevci	Križevci	Križevci	Križevci	Križevci	Križevci	Križevci	Križevci
	Koprivnica	Koprivnica	Koprivnica	Koprivnica	Koprivnica	Koprivnica	Koprivnica	Koprivnica
	Hrvatska Kostajnica	Hrvatska Kostajnica	Hrvatska Kostajnica	Hrvatska Kostajnica	Hrvatska Kostajnica			
	Dvor	Dvor	Dvor	Dvor	Dvor			
	Split	Split	Split	Split	Split	Split	Split	Split
				Zadar	Zadar	Zadar	Zadar	Zadar
						Čakovec	Čakovec	Čakovec
						Varaždin	Varaždin	Varaždin
						Rijeka	Rijeka	Rijeka
						Novska	Novska	Novska
						Bjelovar	Bjelovar	Bjelovar

Table 2. Number of received cases in cities:

CITY	NUMBER OF CASES
Karlovac	22
Vrginmost	3
Zlatar	28
Vrbovec	14
Križevci	31
Koprivnica	44
Hrvatska Kostajnica	7
Dvor	4
Split	26
Zadar	9
Čakovec	27
Varaždin	26
Rijeka	12
Novska	28
Bjelovar	13
TOTAL:	294

THE “TRIPLE A FOR CITIZENS” PROJECT

BY LEA PULJČAN

The National Foundation for Civil Society Development announced on 15 July 2013 a call for proposals for pilot projects, as part of an international project in cooperation with the European Citizens Action Service (ECAS) in Belgium, under the name “Triple A for Citizens: Access to Information, Advice and Active Help”. The call for proposals had the support of the European Commission. The main aim was to spread the concept of providing advice and citizen support to Southeast Europe and Turkey and to strengthen civil society organizations by way of increasing the roles of citizens and government supervision. The pilot projects are meant to be a support to civil society organizations in Croatia, Bosnia and Herzegovina, Serbia, Kosovo and Turkey, which already have experience in informing, providing free legal aid and advising citizens or they intend to acquire this experience.

The Law Clinic submitted its project to the call for proposals and after receiving notice that the project was approved, the Law Clinic’s delegation went on a study trip to Bucharest from 27 to 29 November 2013. The Law Clinic was represented by Alan Uzelac, the Clinic’s Director, Mateja Crnković, the Academic Manager of the legal aid outreach projects, and Lea Puljčan, the Student Coordinator for the legal aid outreach projects.

STUDY VISIT TO BUCHAREST, LONDON, DUBLIN AND SARAJEVO

The Law Clinic’s representatives set off for Bucharest on Wednesday, 27 November 2013. Their arrival at the hotel was followed by meetings and socializing with representatives of the countries involved in the Triple A Project. A total of 14 organizations from Croatia, Bosnia and Herzegovina, Serbia, Turkey and Kosovo are involved in the project.

The following day, a visit to Targoviște, a small city near Bucharest, was organized. Targoviște is the location of the NACAB offices (National



Association of Citizens Advice Bureaux). The NACAB is a non-governmental organization founded with the aim of directing CAB activities (Citizens Advice Bureaux). It comprises 37 NGOs founded by the CAB, with branches in more than 60 locations in Romania, in both urban and rural areas. It was founded in 2002 in the framework of a program called “Phare Programme – Strengthening Civil Society”, with the aim of providing free information and advice to citizens in solving their legal problems and exercising their rights. The organization is financed by the Romanian and British governments. The CAB is a project of organizations that act in the fields of social care, human rights, community development, child protection, consumer protection, etc. At the local level, the Cab operates in cooperation with local authorities and decentralized public





institutions. The CAB provides two types of services: (1) informing citizens on legal regulations and provisions, depending on the legal classification of the problem for which a citizen seeks help; (2) advising citizens on the possibilities they have considering the type of the problem and informing them on the steps they need to take in solving or alleviating the problem, with the emphasis that it is the citizen who makes the final decision. The CAB bases its activities on four principles, with the aim of providing the best possible approach for every community member:

1. **INDEPENDENCE** from political, religious, business and other interests.
2. **IMPARTIALITY**. The CAB provides access to all citizens, regardless of their social status, religious affiliation, gender, nationality, etc.
3. **PRO BONO WORK**. The absence of fees provides access to information and advice to a wider social category.



4. **CONFIDENTIALITY**. The CAB's advisers have an obligation to keep confidential the citizens' personal information, as well as information about the problems for which they seek help. The exception to this principle exists only in case of violation of the provisions of the Criminal Code.

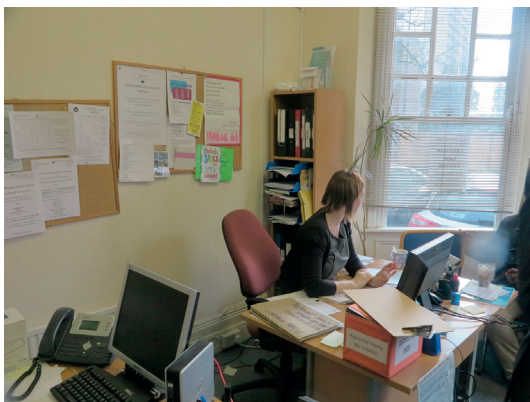
After the visit of the Law Clinic's delegation to Bucharest in November 2013, during which pilot projects of all organizations involved in the project were presented, among which was the Law Clinic's project, a second study visit to London and Dublin was organized in March 2014. The hosts of the study visit were the organizations Dublin City Centre Citizens Information Service and the Law Centres Network. The five-day trip included organized visits to organizations that provide free legal aid in London and in Dublin. Their staff also presented the ways in which they work with their users and the forms of legal aid they can provide. In London, the Law Clinic's





delegation also visited the London South Bank University and its Legal Advice Clinic. The Legal Advice Clinic's managers familiarized us with their students' work, and we also exchanged experiences and established a cooperation that was realized by the managers' visit to the Clinic Day held in May at a congress in Dubrovnik.

A work meeting was organized for the last day of the visit at which representatives of the pilot projects presented the activities of the organizations in which they operate, the results achieved in the first quarter of their participation in the Triple A Project, and further plans in the area of providing free legal aid.





The Law Clinic representatives who presented the Clinic as a pilot project in the framework of the Triple A Project participated in the final conference held in Sarajevo on 27 and 28 November 2014. The best practices in providing legal advice, information and legal aid in general in Croatia, Serbia, Bosnia and Herzegovina, Turkey, and Kosovo, were presented on the first day of the conference. While presenting the Law Clinic's work completed throughout the duration of the project, all the conference participants were presented with the results achieved through legal aid outreach projects from 1 December 2013 and also with the established cooperation with cities and civil society organizations, as well as other pilot projects from Croatia that are involved in the Triple A Project.



The following day, four educational workshops were organized, one of which was led by Slađana Aras-Kramar, Ph.D. During the workshop named "An introduction into work principles of legal clinics", she presented the Law Clinic's work, difficulties on which the Clinic stumbled over at the very beginning, and the increase in the number of cases and clients, which resulted in the increase in the number of students involved in the work. After the end of the conference in Sarajevo, the Law Clinic submitted, to the ECAS headquarters in Brussels, reports on the results attained in legal aid outreach projects during its participation in the Triple A Project. The Law Clinic and its results justified the support given by the ECAS organization for the realization of the Clinic's legal aid outreach projects.



COLLEAGUES FROM THE NORWEGIAN *JUSS-BUSS* VISIT THE LAW CLINIC IN ZAGREB

BY LARS MATHIAS ENGER

In late May 2012, a delegation consisting of three Norwegian students employed working at Juss-Buss, the Law Clinic of the Faculty of Law, University of Oslo, went on a study visit to the Republic of Croatia together with their professor and an assistant. They spent a couple of days in Dubrovnik at a conference on free legal aid. The main purpose was to visit the newly established Law Clinic of the Faculty of Law, University of Zagreb, which is located in the city center.

The cooperation between the Law Clinic of the University of Zagreb Faculty of Law and the Norwegian *Juss-Buss* was established a number of years prior to the study visit. This trip was thus a great opportunity for students from both clinics to meet and exchange mutual experiences regarding the work and management of law clinics, but also to learn something new. This article is based on the experience gained during our educative study visit to the Law Clinic in Zagreb. It deals with various aspects of running legal clinics and student work on practical legal problems, taking into consideration the similarities and differences of the legal clinics in Zagreb and in Oslo.

Juss-Buss is the legal clinic of the University of Oslo engaged in providing free legal aid. It was established in 1971 to provide free legal aid to those who need it the most. In recent years, our clinic has usually employed 20 students working full-time with clients, 10 students working part-time, the head of the clinic and an academic tutor. In comparison with the Law Clinic of the Faculty of Law in Zagreb, it is a relatively small number of students. However, the reason for this is the fact that most of our students work full-time throughout the calendar year and after that they work one semester part-time. Six thousand cases are processed per year. We are organized into four groups dealing with various branches of law. *Juss-Buss* was conceived and organized in such a way as to provide legal aid to people wherever

they need it, because studies have shown that people in remote locations need legal aid the most. For example, our students visit prisons around Oslo at least once a week.

The most striking similarity between *Juss-Buss* and the Law Clinic in Zagreb is the fact that both clinics consist of socially conscious and dedicated students who have the desire to use their knowledge in order to help people in the community. It is exactly this commitment of students that is the main prerequisite for the functioning of a student-run clinic for free legal aid.

Simultaneously with their obligations at the Faculty, the students in Zagreb do their clinical work for free. The students at *Juss-Buss* clinic are paid for their work and can take a break from their studies at the Faculty of Law to be able to work in the clinic. For full-time work in *Juss-Buss*, an average student receives approximately 20 percent of a waiter's salary. From this we can conclude that *Juss-Buss*, just like the Law Clinic in Zagreb, does not attract students with large amounts of money. Nevertheless, there is a great interest among students who want to use their knowledge and skills to help others in the community. One of the differences between the two institutions that we noticed during our study visit is the degree of control that the Faculty has over the work of the clinic. While the Faculty of Law in Zagreb retains a very strong connection to its Law Clinic and participates in making the most important decisions related to it, the University of Oslo and our Faculty do not have such a strong impact on our clinic. *Juss-Buss* is led exclusively by students and it is not hierarchically organized, which means that every student who works there may influence the way in which the clinic functions, just like our head, who is also only a student. Of course, the head of the clinic and the board (consisting of the head, academic leaders and four students) make most decisions on a daily basis. However, any

decision taken by the management board may be appealed against and a plenary session in which each employee has one vote may be convened. The plenary session is, as in the Law Clinic in Zagreb, the highest decision-making body. This freedom allows that the activities of *Juss-Buss* become organized in the way that seems most appropriate. For example, it is still possible to leave the work in a particular branch of law and start to work in another branch if the employees decide to do so. However, it should be noted that such a major change is not a common practice. Knowing that you may influence the work of the clinic is a potentially motivating factor in the work of students. Although there is the possibility to influence major decisions, every student also has to spend much time working in the office to keep things running smoothly.

Although the connection between students and the Faculty is somewhat different, the organization of the legal clinics is very similar. Both clinics redistribute their students into groups that deal with different branches of law. This means that each student gains experience in a specific branch of law, which leads to a very narrow specialization. This could be avoided by allowing students to circulate between different groups. However, working in a specific group has quite a few advantages, because it enables obtaining high-quality knowledge in certain branches of law, which ensures greater work quality. The needs of our clients come before the educational character, which I think is the main reason that such a system exists in our clinics. Legal areas covered by certain groups are determined according to the assessment of future clients' needs. All branches



of law covered by *Juss-Buss* in its work are not sufficiently covered by public free legal aid.

Certain circles within the legal profession are very skeptical about the fact that legal aid is provided by students. They believe that students should actually learn instead of offering legal advice or opinions. Nevertheless, free legal clinics run by students are nowadays accepted and recognized as a part of Norway's legal system. Clinics are working intensively to ensure high standards in their functioning. In *Juss-Buss*, students oversee the work of other students. At our weekly meetings, each group discusses all individual cases received and the proposed solutions. This is done before legal advice is given to the clients. The presence of older and more experienced students, who have already worked one year in *Juss-Buss* and are now working part-time as mentors to supervise and check on the work of the rest of the group, has a very important role in these meetings. The Clinic in Zagreb has a somewhat different system of quality control. During our visit, we concluded that there is also a form of student supervision with student mentors who are older and more experienced clinicians. However, there is one additional form of supervision: every legal opinion must obtain the approval of the academic mentor before being sent to the client. In this way the "external" supervision is stronger than in Norway. The main purpose of this supervision is, of course, to ensure the quality of the legal advice given by the students. In addition, such a method of supervision serves to assuage those skeptical about students working on giving legal advice. The differences in quality control are closely linked to other differences between our two clinics. Primarily, the students at *Juss-Buss* work full-time throughout the calendar year, which allows them to gain vast experience in their branch of law. In addition to that, a form of the provided legal aid is somewhat different. In *Juss-Buss*, most legal advice is given orally or by telephone, while in Zagreb, legal advice is given almost exclusively in writing, on special forms, which allows the advice to be objective and of high quality. Furthermore, in contrast to the Clinic in Zagreb, we have the ability to represent clients in litigation.

The main goal of the cooperation between *Juss-Buss* and the Law Clinic in Zagreb was partially the establishment of a system of providing free legal aid to people who cannot come to the clinic.

The idea of "traveling legal aid" is one of the basic ideas underlying *Juss-Buss*. The students of *Juss-Buss* visit prisons at least once a week in order to give advice to prisoners. We have concluded that inmates have many legal problems that they cannot solve themselves. Their problems range from the slightest (e.g. complaints about the selection of books available in the prison's reading room) to the very serious regarding health care, disciplinary measures taken against them, and so on. Some of these problems can be solved on the spot by prisoners themselves if they are provided with appropriate information. For this reason, the members of *Juss-Buss* are publishing a book dealing with the rights of prisoners. The students of *Juss-Buss* usually deal with prisoners' more serious problems by representing them and by writing complaints to the prison administration or the Ombudsman. Apart from visiting prisons, we work on other projects that include cooperation with civil society associations, visiting public kitchens, and helping immigrant workers in exercising their rights. We were very pleasantly surprised by the fact that the Law Clinic in Zagreb already has its own form of "a traveling clinic" called "outreach project" that has been working for some time. There are also some successful projects completed, while new ones are already planned.

Finally, we have to say a few words of encouragement to the students of both clinics. We deal with legal problems of the poorest strata of society. Sometimes our legal advice can make a significant change in the lives of some of these individuals. However, too often laws keep these individuals in their poverty, at the bottom of the social ladder. So what are we left with? In this case, we have to work on changing these laws. Active participation in changing unjust laws may be the best form of legal aid to potential clients there is, and it is also very interesting and educative. Most students never have the opportunity to work on such a responsible job and do not know where to start, which is completely understandable. In these situations, there is no right or wrong answer. It suffices to sit down at a computer, write something about the legal problems of the client and send it to the media, get out on the streets and hand out leaflets, contact politicians and warn them about a serious social problem that we have noticed, because we have the necessary knowledge, we have seen how the justice system works, and we know what needs to be fixed.

REVIEW OF OUTREACH PROJECTS 2014/2015

BY LEA PULJČAN

In the winter semester 2014/2015, the Law Clinic continued the cooperation established within the framework of outreach projects in the academic year 2013/2014. In four rounds of outreach projects, clinicians visited 14 cities across the country and established a new cooperation in several cities.

In December 2014, in response to the floods that hit eastern parts of Croatia earlier in the year, volunteers offering psychosocial aid and support in the flooded areas contacted the Clinic with a proposal for cooperation. There was a growing need for free legal aid to the victims of the flood in Gunja, Rajevo selo and Račinovci. With the help of volunteers who provided the premises of the Red Cross in Županja, clinicians held the first legal counseling session on 15 December 2014 and cooperation was established in January. About 10 cases were received in total, and the volunteers expressed their intention to establish cooperation in Gunja in the following months for the socially most vulnerable residents of the area to exercise their rights related to the reconstruction of their houses.

The call for cooperation also came from the mayor of Kutina in January 2015. In the latest round of outreach projects, a legal counseling session was held on the premises of the City Hall on Friday, 23 January.

In collaboration with colleagues from the Faculty of Law in Split, who opened the door of the Law Clinic in Split in December 2014, two joint legal aid sessions were held in association with the *Pino* organization, which has been the partner of the Law Clinic in Zagreb from the very beginning of outreach projects. Students, now clinicians of the Law Clinic in Split, worked with clients under the mentorship of the clinicians of the Law Clinic in Zagreb on the premises of the *Pino* organization and exchanged experiences. In January, the cooperation between the clinicians of the two law clinics resulted in an increased number of clients

in Split in the fourth round of the outreach project, held on 23 January. The students will continue to cooperate in subsequent rounds through the exchange of mutually gained experiences.

STATISTICAL DATA; WINTER SEMESTER 2014/2015

Table 1. Number of received cases by cities

CITIES	1 ST	2 ND	3 RD	4 TH
	ROUND 20 – 24/ 10/2014	ROUND 17 – 21/ 11/2014	ROUND 15 – 19/ 12/2014	ROUND 19 – 23/ 01/2015
1. KARLOVAC	3	1	1	2
2. ZLATAR	4	5	4	5
3. VRBOVEC	6	2	-	11
4. NOVSKA	3	5	2	11
5. ČAKOVEC	1	8	13	9
6. RIJEKA	1	2	4	3
7. BJELOVAR	3	5	5	1
8. KOPRIVNICA	5	5	13	6
9. KRIŽEVCI	1	4	3	10
10. VARAŽDIN	16	9	6	13
11. ZADAR	-	4	2	-
12. SPLIT	4	2	1	12
13. ŽUPANJA	-	-	5	5
14. KUTINA	-	-	-	7

Table 2. Total number of received cases in the winter semester of academic year 2014/2015

1 ST ROUND	47
2 ND ROUND	52
3 RD ROUND	59
4 TH ROUND	95
TOTAL:	253

COOPERATION WITH NGOs

The Law Clinic was aware from the very beginning that the creation of legal opinions and legal advice would not be sufficient for students to understand in full the problems of specific social groups. Therefore the Law Clinic decided to enter into as many cooperation agreements with NGOs as possible. It is a win-win situation: users of the actions of NGOs have easier access to justice through legal advice provided by the Law Clinic, and students have a unique opportunity to deepen their *pro bono* work and to give back to society. According to the agreements, students usually spend 10 hours volunteering in one of the NGOs, which is an obligation to gain credits (ECTS) for engaging in the work of the Law Clinic. However, since the students recognize the importance of the work of NGOs, they often do more than the required 10 hours.

The Law Clinic has entered into cooperation agreements with:

1. Association "Imagine" (Udruga Zamisli)
2. Association for Self-representation (Udruga za samozastupanje)
3. Association for the Promotion of Equal Possibilities (UPIM - Udruga za promicanje istih mogućnosti)
4. Association for the Promotion of Inclusion (Udruga za promicanje inkluzije)
5. Association Lunge (Iskorak)
6. Association Mobbing
7. Association of Disabled Persons of Krapina-Zagorje County (Udruga osoba s invaliditetom Krapinsko-Zagorske županije)
8. Association of Parents of Children with Disabilities (Udruga roditelja djece s teškoćama u razvoju i dodatnih teškoća OKO)
9. Association of Persons Suffering from Epidermolysis Bullosa (DEBRA - Društvo oboljelih od bulozne epidermolize)
10. Association of Women in Homeland War (Udruga žena u domovinskom ratu)
11. Association Stork (Roda)
12. B.a.B.e.
13. Center for Peace Studies (Centar za mirovne studije)
14. Center for Education, Counseling and Research (CESI - Centar za edukaciju, savjetovanje i istraživanje)
15. Civil Board of Human Rights (GOLJP - Građanski odbor za ljudska prava)
16. Civil Rights Project Sisak (Projekt građanskih prava Sisak)
17. Coalition of Healthcare Associations (KUZ - Koalicija udruga u zdravstvu)
18. Croatian Association of Court Expert Witnesses (Hrvatsko društvo sudskih vještaka)
19. Croatian Blind Union (Hrvatski savez slijepih)
20. Croatian Deafblind Association "Touch" (Hrvatska udruga gluhoslijepih osoba Dodir)
21. Croatian Law Center (Hrvatski pravni centar)
22. Croatian Mediation Association (HUM - Hrvatska udruga za mirenje)
23. Croatian Ministry of the Interior (Ministarstvo unutarnjih poslova Republike Hrvatske – MUP)
24. Croatian Nursing Association (HUNJ - Hrvatska udruga njegovatelja)
25. Croatian Society for Promotion and Development of Tiphlo technology (HUPRT - Hrvatska udruga za promicanje i razvoj tiftotehnike)
26. Dr. Andrija Štampar Teaching Institute of Public Health (Zavod za javno zdravstvo "Dr. Andrija Štampar")
27. Foundation "Zajednički put" (Zaklada „Zajednički put“)
28. Green Action (Zelena akcija)
29. Home for Mentally Ill Adults Lobar-grad (Dom za psihički bolesne odrasle osobe Lobar-grad)
30. Ombudsman for the Equality of Genders (Pravobraniteljica za ravnopravnost spolova)
31. Ombudsman for the Protection of Children (Pravobraniteljica za djecu)
32. Ombudsman for the Protection of Disabled Persons (Pravobraniteljica za osobe s invaliditetom)
33. Serbian Democratic Forum (Srpski demokratski forum)
34. Sunrise – Association for the Protection and Promotion of Mental Health (Svitanje - Udruga za zaštitu i promicanje mentalnog zdravlja)
35. Transparency International Croatia
36. UNHCR Croatia
37. Union of Retired Persons Croatia (Sindikata umirovljenika Hrvatske)
38. Zagreb and Zagreb County Association of Roma People (Udruga Roma Zagreba i Zagrebačke županije)
39. Zagreb Youth Violence Counseling Center "Luka Ritz" (Zagrebačko savjetovalište protiv nasilja djece i mladih "Luka Ritz")

Social events by the Law Clinic





CLINICIANS VISIT THE MAYOR OF ZAGREB: THE LAW CLINIC GETS NEW PREMISES

BY JOSIP KOVILIĆ

In the section *Social events* of this issue of *Pro Bono*, you will get to read about the charity fund raising “*Big hearts of clinicians for little hearts of Klaićeva hospital*”, which was organized in 2013 and conducted by the student Bruno Milinković, who came up with this idea, and the volunteers of the Group for the Protection of Patients’ Rights of the Law Clinic of the Faculty of Law in Zagreb. The mayor of Zagreb Milan Bandić generously joined this noble action by his contribution to raising funds for the purchase of much-needed medical equipment. The action was successfully completed, and medical appliances worth over sixty thousand kuna were purchased. This was the beginning of the partnership between the Law Clinic in Zagreb and the City of Zagreb. Its culmination was the Cooperation Agreement, whose main product is certainly financial assistance to the Law Clinic, along with a new premises to which the Law Clinic relocated. In order to thank the mayor for his help in the action and to present the entire work of the Law Clinic, we visited Mr. Bandić in January and July 2014.

1st visit – January 2014

The management and volunteers of the Law Clinic did not forget the noble gesture of Mayor Milan Bandić.

To thank him at least symbolically, the delegation of clinicians comprised of experienced volunteers

of the Law Clinic who participated in the fund raising and led by Professor Alan Uzelac, the Director and founder of the Law Clinic in Zagreb, visited the Mayor’s Office on 20 January 2014.

The visit of the delegation of the Law Clinic is a continuation of the cooperation with the City of Zagreb, which started with the fund raising for Klaićeva Hospital and the presentation of a manual issued and promoted by the Group for the Protection of Patients’ Rights in collaboration with the Department of Health. On the premises of the City Administration at 1 Stjepan Radić Square, the delegation was welcomed by Mayor Milan Bandić and his associates Dr Ivana Portolan-Pajić, Head of the Department of Health Promotion, and Professor Mirna Šitum, Principal of the City Office for Health.

At the beginning of the meeting, the mayor welcomed us to his office, after which he engaged in a friendly conversation with Professor Alan Uzelac. Professor Uzelac thanked him once again for his engagement in the fund raising organized by students. He also introduced him to the organization and functioning of the Law Clinic and the impressive statistics of received and resolved cases.

The mayor was then briefly addressed by the chief editors of the *Pro Bono* magazine, Josip Kovilić and Bruno Milinković, who introduced him to the official newsletter of the Law Clinic, in which an article about the mayor’s much appreciated participation in the fund raising was published.



On this occasion, the mayor expressed great interest in the work of the Law Clinic and the editorial board. He also commended the altruism of volunteers who daily help citizens of low-income status to exercise their rights. In a highly emotional tone, he addressed the students by thanking them for the idea and hard work because, as he said, “there will always be individuals on the margins of society in serious need of any help.”

Since the need for free legal aid to Croatian citizens is constantly increasing, the limited office space possibilities of the Law Clinic in Tkalčićeva Street were forcing students and the academic staff to work in several shifts. That is why the mayor’s words, in which he noted that “the volunteers of the Law Clinic give us hope to have a healthier, more equitable and more humane Croatia”, nicely echoed in a very pleasant atmosphere. He continued by saying that “the biggest act is giving oneself, helping others and that is why the City will provide not only the space, but also technical and material conditions and include the resources for the work of the Clinic into the budget.” We were more than pleasantly surprised by these promises. The mayor ended the meeting by thanking the students again for finding the time to work for the common good, despite their commitments at the Faculty of Law.

The mayor also suggested that the same delegation gather and meet again in several months to determine whether any concrete progress in finding the appropriate space to provide free legal aid to citizens had been made. This meeting was organized at the same place in July 2014.

After this exciting meeting that lasted a little less than two hours, the students returned to fulfilling their regular academic and clinical commitments full of positive impressions. Happy that their efforts had been recognized even in the City Administration, they were very motivated to keep up their successful work.

Source: archive of the editorial board

2nd visit – July 2014

After the cooperation between the Law Clinic and the City of Zagreb came to life with the above-mentioned projects and one year after the humanitarian action, the City Administration recognized the value of a unified approach to learning and to the provision of free legal aid to cit-



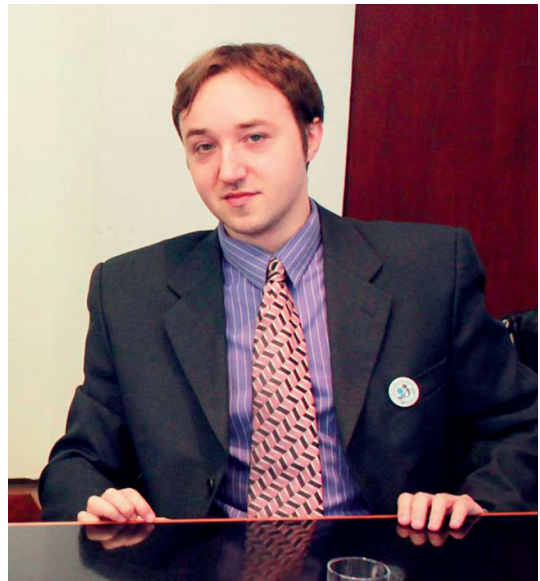
izens of low-income status. Having fulfilled the given promise of a new and more adequate space for work and learning, the Cooperation Agreement with the Faculty of Law, University of Zagreb, was officially signed in July last year. Fol-

Following this Agreement, the Law Clinic in Zagreb was given the premises in 6 Jurja Žerjavića Street, located only a short walk from the Faculty. The Agreement was signed by the Dean of the Faculty of Law in Zagreb, Professor Hrvoje Sikirić, and the mayor of Zagreb. A solemn ceremony, attended by the members of the editorial board of the bulletin, together with the Director of the Law Clinic, Professor Alan Uzelac, was held on the premises of the City Administration.

Given the constantly growing need for free legal aid, students resolved more than 3,000 cases as of September 2014. Due to the small and inadequate space that made it impossible to work with more than three clients at the same time, and that was also completely inaccessible to people with disabilities, students and the academic staff were forced to work in three shifts to resolve all received cases.

With this Agreement, larger space is made available to the Law Clinic in Zagreb. This will allow generations of students to learn, but also provide much-needed free legal aid to marginalized social groups that do not have sufficient financial resources to seek the help of other legal experts.

After the necessary adaptation was completed, the new premises of the Law Clinic were put into operation by its relocation and the opening ceremony, held on 24 February 2015.



BIG HEARTS OF THE LAW CLINIC FOR THE LITTLE HEARTS IN THE CHILDREN'S HOSPITAL – LAW CLINIC'S CHARITY FUND RAISING A SUCCESS

BY BRUNO MILINKOVIĆ AND ANDREA DUJMOVIĆ

HUMANITARKA ZA MALA SRCA KLAICEVE



The Law Clinic's Group for the Protection of Patients' Rights, alongside the "Croatian Heart House" foundation, organized a charity fund raising activity whose goal was to acquire funds for the purchase of medical instruments for the Children's Hospital in Zagreb. The fund raising included ten separate events across the city during the first half of 2013. The huge effort paid off and the campaign was concluded successfully, with the ceremonial handing over of the medical instruments with a total value of HRK 60,000.

Every day we are bombarded with despondent headlines and we are well aware that positive attitudes among people are decreasing. The older generation is convinced that the young are getting "worse". If you too are drowning in pessimism, maybe the message that the Law Clinic's volunteers and their partners sent with their "fund raising for the Children's Hospital" will give you a glimmer of hope of a better future. Their selfless act improved the conditions in the Children's Hospital, as well as

indirectly encouraged many others to take up similar fund raising events.

Acknowledgements usually come at the end of these kinds of texts, but we will make a small exception. A lot of things fascinated us during our work at the Law Clinic. This certainly included fund raising events organized by other groups within the Law Clinic. You will have the opportunity to read about some of them in the pages of this newsletter. This is why we would first and foremost like to express our gratitude to all who inspired us to organize this fund raising activity, which we a bit selfishly announced and "reserved" at a meeting of the Law Clinic's management.

When we decided to organize the fund raising activity, we imagined the volunteers of the Group for the Protection of Patients' Rights handing out collected candy and chocolates to kids who were in the hospital. Even that thought gave us the feeling of elation, how could it not?

You can only imagine how each and every one of us felt on 27 June 2013, after the ceremonial



handing over of the medical instruments in the Children's Hospital's teaching room. On that occasion, academic Davor Miličić, the manager of our fund raising partner and its formal head, the "Croatian Heart House" foundation, presented the hospital with three very expensive medical instruments; a 12-lead ECG and two ambulatory blood pressure monitors.

Progress of the fund raising activity

When a mentor presented the idea of organizing a fund raising activity to the Group, it was agreed that one of the Law Clinic's volunteers would contact the Children's Hospital. Since our colleague Lea Puljčan already had some initial contacts with the Hospital through her younger sister, who was hospitalized at the cardiology department of the Children's Hospital, she met with Vesna Herceg Čavrak, MD. They agreed that the collected money would be utilized for the purchase of ambulatory blood pressure monitors.

The first part of the fund raising activity was a charity party in a Zagreb nightclub; the money was collected through charitable contributions and ticket sales. Many who did not plan to come to the party decided to help and bought a ticket anyway. Numerous students, professors and teaching assistants at the Faculty of Law of the University of Zagreb proved altruistic. Among them, (now former) Dean, Professor Zoran Parać certainly stood out. He literally dragged his colleagues and directed them towards our table, which was located on the mezzanine of our Faculty building.

In this part of the campaign, alongside the ever-present "Patients", tickets were sold by members of the European Law Students' Association's Zagreb branch and the Sports Association of Stu-

dents of the Faculty of Law, while the City of Zagreb also joined the cause by donating funds.

The first part of the campaign ended with a party, and then it was time for the second part – raising funds by selling gingerbread hearts that were a gift from the "Croatian Heart House" foundation. This method of fundraising met with a particularly positive response in the Croatian media and was well accepted by citizens who showed that they are always willing to help those in need.



We organized four gingerbread heart sales and a painting workshop for children. The main event was the sale organized at the Petar Preradović Square in the center of Zagreb, which was attended by the Mayor.



After countless hours of preparation, several thousands of donated smiles and tireless solicitations to citizens, the result was there – we did it! With the help of the "Croatian Heart House" foundation, whose donation covered most of the expenses for the purchase of the three medical instruments, they were handed over to the Chief of Medicine of the Children's Hospital at the already mentioned ceremony.

Last, but not least, the Group for the Protection of Patients' Rights would like to thank everyone who



CROATIAN HEART HOUSE FOUNDATION



The Foundation was established with the purpose of assisting in the treatment of patients with cardiovascular disease, promoting cardiovascular health and the progress of cardiology, informing and educating citizens about the prevention of cardiovascular disease and the importance of their active role in the prevention and early detection, treatment and removal of risk factors, ensuring permanent attention to the progress of cardiac science and the profession in the City of Zagreb and Croatia, and supporting education and coordination of doctors, nurses and other professionals, as well as legal entities that are directly or indirectly involved in cardiovascular medicine.

Find out more at <http://www.zaklada-hks.hr/>

made it possible that the idea in our heads or on a piece of paper became reality, and therefore contributed to the success of the campaign: ticket sellers, owners of premises, gingerbread heart sellers, the media (radio stations, TV stations, newspapers and portals), the Children's Hospital and its staff, the "Croatian Heart House" foundation, academic mentors Sunčana Roksandić Vidlička and Aleksandar Maršavelski, the management of the Law Clinic, the City of Zagreb and its Mayor, and anyone who made a donation, who spread the news of the fund raising among acquaintances or who in any way contributed to our cause, and, most importantly, Ivana Portolan – Pajić from the "Croatian Heart House" foundation, who gave us generous and comprehensive help during all stages of our fund raising activity.

Special thanks to everybody at the Law Clinic's Group for the Protection of Patients' Rights. We may have missed a few exam periods, but we did not miss the opportunity to make new friends and to give children and their loved ones a reason to smile.

Those who followed the course of our campaign probably noticed that we often used the slogan "little hearts in the Children's Hospital beat FOR you."

Everyone who joined in the campaign, be happy – the little hearts in the Children's Hospital now beat BECAUSE of you!



Members of the Law Clinic's Group for the Protection of Patients' Rights who participated in the preparation and realization of the campaign:

Marina Petrić
 Andrea Dujmović
 Lea Puljčan
 Nikolina Ivetić
 Dora Stulić
 Ivana Cvitanović
 Alen Bijelić
 Tihana Levak
 Marija Miličević
 Filip Kraljičković
 Gabrijela Bagarić
 Maja Požman
 Tina Matić (ELSA)
 Bruno Milinković



THE LAW CLINIC'S CHARITY CHRISTMAS PARTY

Let's bridge our differences by being humane!

BY PETRA LAGINJA

Every December, a charity Christmas party organized by the Anti-Discrimination and Minority Rights Protection Group takes place at the Law Clinic. The charity event aims to help those in need.

The first charity Christmas party was held in 2011 for the purpose of raising funds to help a Roma family of 14.

The following year, students who took part in the Clinic decided to organize the party again by virtue of the previous year's success, and a great teacher and student turnout.

In 2013, the third charity Christmas party took place. The Group for the Elimination of Discrimination and Minority Rights turned to the organization Cipele 46. In January 2013, a destitute disabled person asked for somebody to donate him a pair of size 46 shoes. More than 2,000 people got involved in the matter on Facebook and the shoes were provided. A lot more clothes and footwear than anybody had hoped for were collected on this occasion. The organization Cipele 46, which started as an initiative on a Facebook page, engages in exactly this – helping people in misfortune and mediating between people who are in need and those who are not in need, but are willing to share with others. The Law Clinic recognized the generous heart of the organization and decided to spend the funds raised at the charity Christmas party to provide those in need with gift packages.

Large floods hit eastern Croatia in May 2014. Areas of Županja and Slavonski Brod in the region of Posavina suffered the most. The Sava River reached record levels and breached the levees. Several thousands of inhabitants of Gunja were removed to safer locations. The whole of Croatia came together to help the affected areas. Among

them, the Law Clinic. There was a mini-humanitarian action at the initiative of the Anti-Discrimination Group – students collected clothing, footwear, food and toiletries and sent these through the Croatian Red Cross to the flooded areas.

In December 2014, making it the party's aim to help the inhabitants of Gunja was an idea that came naturally. This would also symbolically round off the fund-raising initiative that started in May. The Group contacted the Naša djeca Vinkovci Society and agreed to collecting resources for a playroom in Gunja – a place of encounter, play and learning for children from the flooded areas. The collaboration with the Naša djeca Vinkovci Society in equipping the playroom cheered the little ones up.



Tickets for the charity Christmas party cost a token 20 kuna. The party is open to all members of the Clinic, current and former, mentors, teachers, assistants, friends and all people with big hearts. The guests help themselves to a humble snack and have a fun time listening to Christmas songs and playing tombola. There is also a special joy in knowing that they are doing something good. The gathering is an opportunity for showing solidarity and humanity, becoming familiar with the Clinic's work and for exchanging experiences.

Therefore, special thanks go to the Administration of the Faculty of Law, collaborators who support our idea year in year out, and guests that selflessly helped, and who will surely help again with their donations in the future.

We are happy to be doing good deeds through the Law Clinic. We are convinced that together we can do even more for those in need!

Members of the Anti-Discrimination Group are thankful to everyone for their support.

STUDENT DELEGATION OF THE LAW CLINIC VISITS THE PRESIDENT OF THE REPUBLIC OF CROATIA

BY JOSIP KOVILIĆ

The Law Clinic in Zagreb has come a long way since its foundation to the present day. It has developed into an organization that performs a socially significant role in helping the citizens of Croatia to resolve their legal problems and situations, providing them with free legal aid and advice.

One of the most important acknowledgements given to the students and academic staff employed in the Law Clinic came from the Office of the Croatian President, who recognized the educational and social value of the work done in the Law Clinic of the Faculty of Law, University of Zagreb.

On 10 September 2013, a student delegation of the Law Clinic led by the chief editors of the Clinic's magazine *Pro Bono*, Josip Kovilić and Bruno Milinković, was received in the Office of the President by the then President Professor Ivo Josipović. The President of the Republic expressed great interest in the work of the Law Clinic. He was familiar with the basic principles of its functioning and organization of work, as well as with projects and international cooperation between the Clinic and similar organizations abroad. The meeting passed in a very pleasant atmosphere and every member of the delegation presented some interesting information related to the work and projects of the Clinic. The clinicians then bestowed the President with a number



of gifts, among which was the magazine of the Law Clinic. The President expressed the desire to receive the magazine in the future, something about which the members of the editorial board are especially proud. The President expressed his support for the Law Clinic and stated that he would refer people in need of legal aid to the Law Clinic in Zagreb.

After the pleasant meeting with President Josipović ended, we were photographed as required by protocol. The students returned to their everyday commitments in the Clinic, which they would continue to perform now with even greater enthusiasm, aware of the social value of the project initiated by Professor Alan Uzelac and teaching assistants of the Faculty of Law, which has come a long way from a small academic experiment to a socially relevant organization that provides aid to a vulnerable social strata.

Exchange students in the Zagreb Law Clinic





PUŠITI
NA DRUGOM BALKONU
NESTABILNI!!!

Igračka...
DJECEU LEPTIRI...

COMPARISON OF THE ZAGREB AND SHEFFIELD LAW CLINICS

BY LUCY GREEN

Operating almost 2,000 km apart, I was instantly struck by the similarities between the University of Sheffield's FreeLaw Clinic and the University of Zagreb's Pravna Klinika. Of course, this can in some ways be attributed to the trip to a selection of other British law clinics that the Pravna Klinika team took before opening in 2010. However, five years on it is interesting now to see which things remain similar to the British model and which have been given their own twist. As an Erasmus student coming from my home university in Sheffield to spend a year at the Law Faculty of the University of Zagreb, I have had the privilege and pleasure of working as part of the team at both locations.

The FreeLaw clinic at the University of Sheffield, launched in November 2008, is run by students out of the Lodge, the old caretaker's cottage, located on the grounds of the Law Faculty. The quaint building is the hub of all the pro bono activity at the University, with the Miscarriages of Justice Review Centre occupying the second floor, while the FreeLaw drop-in clinic is open to the public on the ground floor on Wednesday and Thursday afternoons during term-time. Students in the Faculty of Law have the opportunity to get involved right from the outset, with applications open to students in all years of undergraduate study as well as all those studying in postgraduate courses. The eight working groups, each made up of ten members, reflect and benefit from this diversity of participants, and students learn from each other as they gain practical experience of handling cases and providing legal advice. Group members work alongside their group leaders, two student managers and a team of three staff who support and supervise the students, and coordinate communication with clients.

Both clinics operate on a similar model of medium-sized working groups with student leaders coordinated by other students working in an administrative, managerial role. The groups, however, are separated in different ways. In Sheffield, each

group takes it in turns to run the drop-in session and to take on telephone and email clients. This means that they take on a variety of cases in different areas of law. This allows the students to attempt to advise on a range of different problems and suits the structure of the undergraduate degree, which only allows for a very small amount of specialization. At Pravna Klinika, on the other hand, the groups are broken down into different areas of law, and clients book appointments with groups specifically allocated to each area of law. This allows students to gain a high level of experience in the area in which they plan to specialize. Equally, by repeatedly working on similar types of cases, students can develop a stock on research, knowledge and advice, and quickly address the client's needs.

When one considers the level of demand for the clinic in Zagreb, it is understandable that there is a need to structure it in a way that prioritizes a swift service over a, perhaps, broader academic experience. As the only service of its kind in the area, Pravna Klinika sees an astonishing 2,000 clients per year. To cater to this, the clinic is open for multiple sessions throughout the week, and students are allowed to give advice on the spot. In order to keep on top of this high level of demand, particularly following the recent wave of publicity for the clinic, the clinic now places some restrictions on the clients that it takes. These include a rejection of cases that are already being reviewed by a lawyer, cases already in proceedings, cases that demonstrate an obvious abuse of legal aid, and clients who 'can afford a lawyer'. It is up to the students to judge this based on the information that they are provided with by the client.

In Sheffield, however, there is not only another student-run clinic at Sheffield Hallam University, but also a number of other services, such as the Citizen's Advice Bureau, South Yorkshire Refugee Law and Justice and community advice centres. The FreeLaw Clinic takes on around 80 clients per academic year. The combination of the two drop-in sessions and email and telephone re-

quests is sufficient to cater to this number of clients. Unlike in Zagreb, students are not allowed to advise on the spot at FreeLaw: all advice is provided to clients in written form, having first been approved by a supervising solicitor. This more formal process is time-consuming, but gives good practice in letter writing and presentation of advice. Students are also required to keep a research record that is stored in the online database along with all communications with the clients. Whilst beneficial academically, this process is also important for the protection of the clinic in the rare case of client dissatisfaction.

From the start, FreeLaw has not covered criminal and immigration issues, following changes to the regulation of the consumer credit industry in the United Kingdom requiring all providers of advice on consumer credit to be registered, debt issues can also not be dealt with by the clinic. Although this seems like a simple exclusion, it is causing on-going complications as it can be difficult to define in some cases whether or not the issue falls into this category, for example in a housing case which involves unpaid rent. It is interesting to note that while this area has had to be excluded from services of this kind in the United Kingdom, it is by far the most common area in which advice is sought at the clinic in Zagreb.

Students in both clinics have the opportunity to receive academic recognition for their efforts. In Zagreb, students can earn 10 ECTS credits and a certificate of involvement for 90 hours service and submission of a journal of their work. Many students, however, go on to give a much greater commitment in terms of their time and efforts. It is clear that for the majority of students the credit-based reward is not the main motivation for their involvement and, as many have pointed out, there are a lot of easier ways to earn 10 credits! In Sheffield, while all students have the opportunity to volunteer on the service, only those in the final year of their undergraduate study have the opportunity to earn credits. These students can opt to take the FreeLaw module. This requires them to put together a portfolio, including a sample of the



cases that they have worked on, and to give details of a proposal for a new initiative or improvements to the clinic. The students on the module have brought a great deal to the clinic in recent years, organizing fundraisers – from bake-sales to football tournaments – as well as producing useful tools, such as the student handbook and an online database that adds a second dimension to the system of records and allows students to work remotely.

One aspect that is almost identical between the two clinics is the spirit of the participants. Everyone I have worked with has been enthusiastic, compassionate and above all professional. The strong working relationships that students develop when volunteering at the clinic crossover into a great social atmosphere as well. The other thing that the two clinics have very much in common is a lively schedule of social events at both the group and the entire clinic level, which strengthen relationships and reward the hard work of all the students involved.

So, what is next? Both clinics are keen not to stand still, and they have plans for future improvements and progression. At FreeLaw, the intention is to improve client monitoring, and to consider the Legal Aid eligibility of clients so that where possible they can be directed to receive advice from Legal Aid Practitioners. Slight alterations are planned in an attempt to ease pressure on students during exam times and work is being done towards making an application for Advice Quality Standard, the mark of quality for independent advice organizations. Meanwhile in Zagreb, extensive efforts are being put into expanding the availability of clinic services. This is being done through support of new clinics opening in other parts of Croatia and operating mobile clinic services. It is great to see the clinic projects expanding and spreading across the country. While Sheffield is at a point of fine-tuning its practices, Zagreb has really come into its own and is embracing the opportunity that the gap in the advice sector has created for them to provide students with practical, real-life experience in preparation for employment – long may it continue!

Statistical data





STATISTICAL DATA ON THE WORK OF THE LAW CLINIC OF THE UNIVERSITY OF ZAGREB FACULTY OF LAW

BY MARINA BARTOL-HEDŽET

The Law Clinic is one of the 17 organizations in Croatia that were selected by the Ministry of Justice in 2014 in a tender for financing primary legal aid projects of authorized organizations and legal clinics; therefore, it is necessary to keep regular and complete statistics of all cases that are received. The Clinic has taken its role seriously from the very beginning and has given special attention to this very aspect of its work.

In January 2012, a special program named *Klinikarij* was designed for the purposes of incoming cases.

Each case is entered in the database with its own unique reference number. Cases are categorized based on whether they are civil, administrative or criminal cases, depending on the procedure that would be used in potential proceedings. Each case contains data on the client seeking legal aid, a summary of the facts of the case, the client's questions and scanned documentation that the client enclosed. When the case is taken up, the name of the person the case has been assigned to is entered in the program. Equally, when the case

is resolved, information on what the client was advised on is entered in the database.

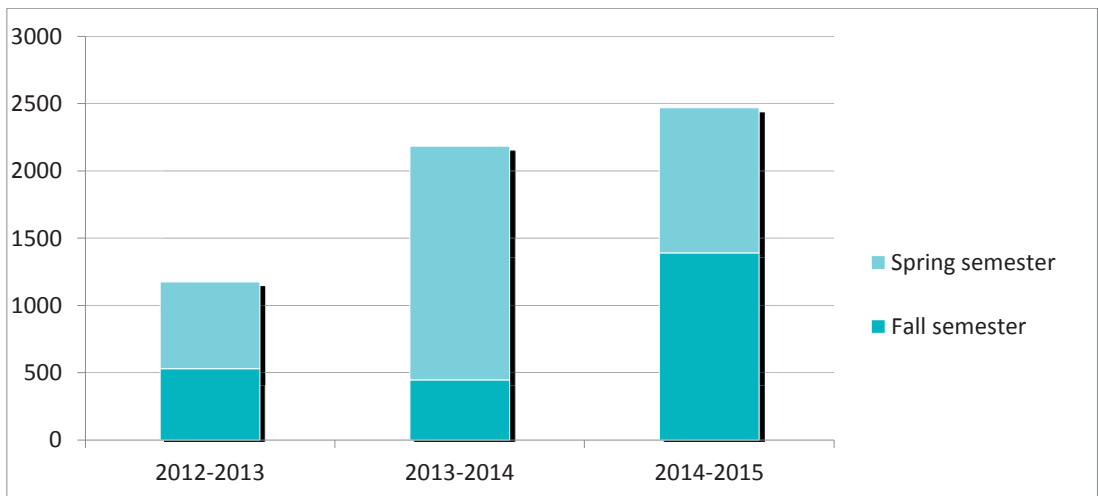
At the beginning of each academic year, a detailed report on the work done in the preceding academic year is put together, which is then presented to the Faculty Council.

As in each previous year, the increase in the number of cases has continued during the academic year 2014-2015. During this period, 2,469 cases were processed, of which 1,390 in the Fall Semester, and 1,079 in the Spring Semester.

Even in academic year 2013-2014, when 2,189 cases were processed, a twofold increase can be noted when these numbers are compared to the academic year 2012-2013.

Since the amount of work increased, it was also necessary to increase the number of students in the Clinic. In the academic year 2013-2014, 113 students took part in the work of the Clinic.

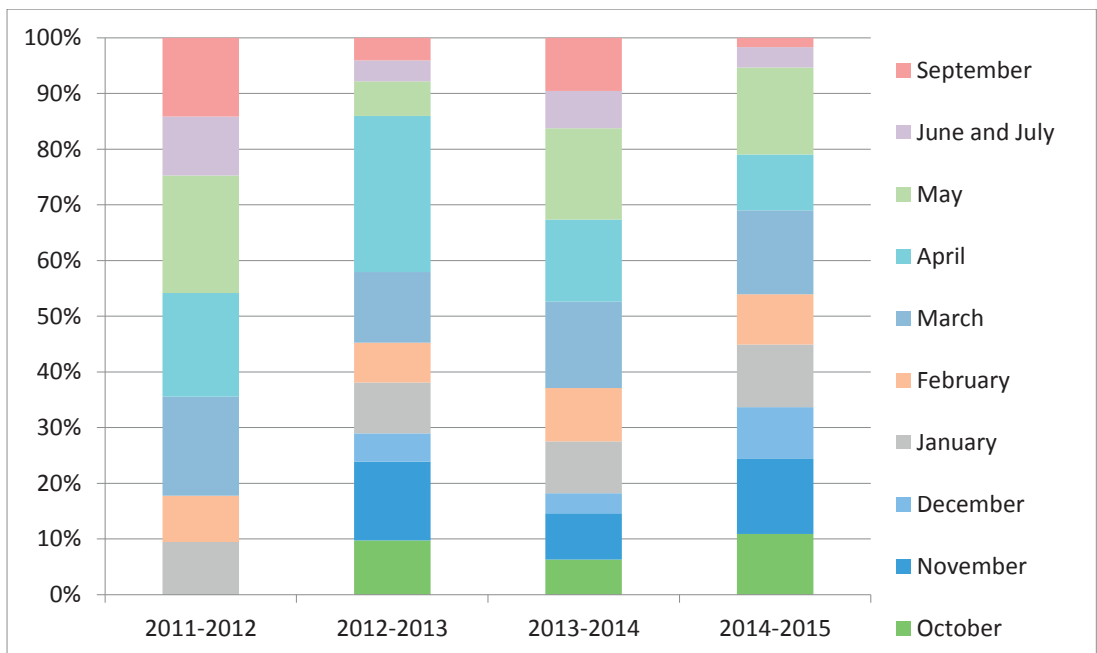
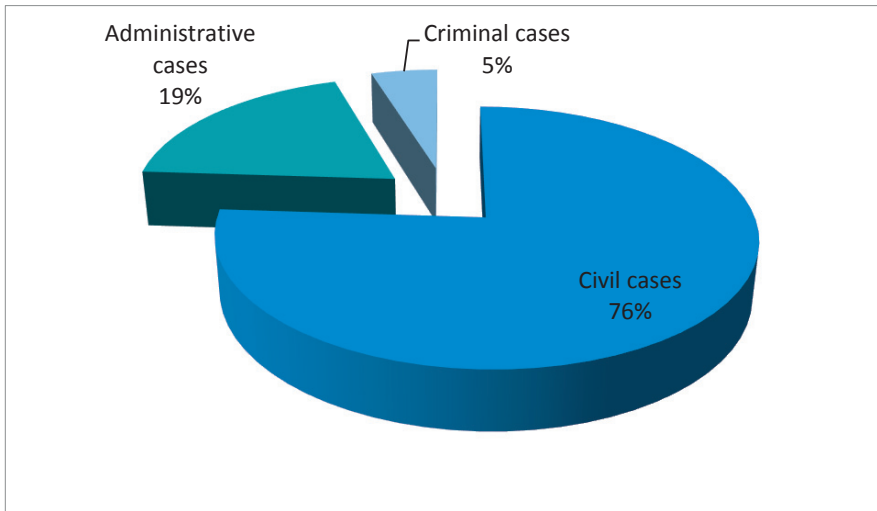
As in previous years, the largest number of cases in the academic year 2013-2014 were civil cases



(1,664), followed by administrative cases, of which the majority were related to legalization of illegal construction (420). Criminal cases were the least frequent (105). Although the number of criminal cases was the smallest, a multiple increase has been noticed in comparison to the previous academic year when 28 criminal cases were received.

Although the number of clients increases year in year out, it has been noticed that every year the

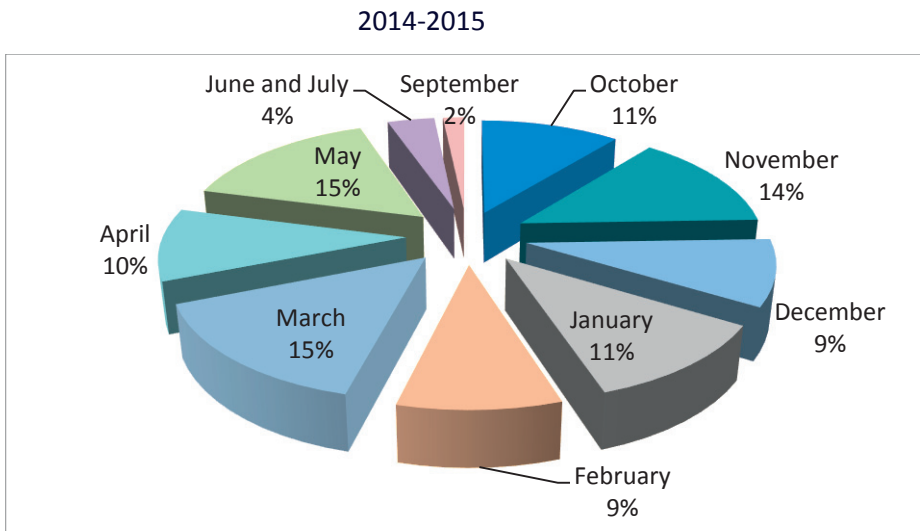
largest number of clients seek aid between March and May. The least number of clients seek aid in December, which can be explained by the fact that it is the holiday season. The month of December is utilized for resolving all cases received in the current calendar year. During August, members of the Law Clinic are not on-call duty at the resident Clinic; however, students still work on resolving assigned cases.



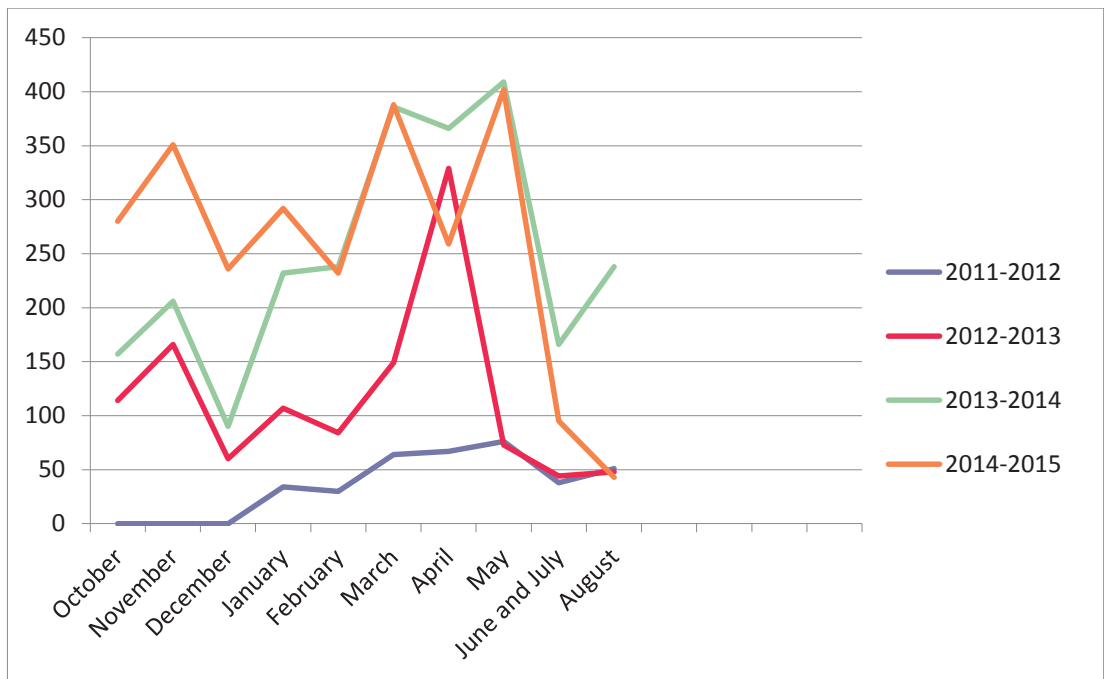
[As a database of cases, clients and the Clinic’s work, Klinikarij was only put into function in January 2012, which is why there are no exact records of received cases in the months preceding the program.]

The academic year 2014-2015 saw an increase in the number of received cases as well. As in pre-

vious years, the largest number of cases was received in March.



This is what it looks like when case inflows of all academic years are compared:



[As a database of cases, clients and the Clinic’s work, Klinikarij was only put into function in January 2012, which is why there are no exact records of received cases in the months preceding the program.]

It is evident from the presented data that clients have recognized the Law Clinic as a free legal aid provider in which they can place their trust. The clear trend showing the increase in the num-

ber of cases also suggests the need to invest more resources in the system of free legal aid, a system which is an indispensable precondition for the functioning of a modern society.