

Support to Citizens and Citizen Engagement - Current EU Practices

International Conference  
26 - 27 May 2014,  
Venue: IMPACT Centre, Zadar, Croatia

## Day 1 (26 May 2014)

- 09.00 – 09.30 Registration of participants
- 09.30 – 09.45 Welcome and introduction  
*Cvjetana Plavša-Matić*  
Director, National Foundation for Civil Society Development (NFCSD)
- 09.45 – 10.15 Presentation of the Europe for Citizen Programme 2014-2020  
*Maja Tomičić*  
Senior Expert Advisor, Government Office for Cooperation with NGOs
- 10.15 – 11.00 Presentation of citizens participation mechanisms at EU level the European Citizen Initiative (ECI), the ECI Support Centre and Smartphone application  
*Assya Kavrakova*  
Director, European Citizen Action Service (ECAS)  
*Elisa Bruno*  
Outreach and EU Policy Manager, ECAS
- 11.00 – 11.30 Q&A sessions
- 11.30 – 12.00 *Coffee Break*
- 12.00 – 12.30 Overview of the Your Europe Advice service and first analysis of the questions by Croatian citizens  
*Croatian legal experts*
- 12.30 – 13.00 Q&A sessions
- 13.00 – 14.30 *Lunch break*
- 14.30 – 15.30 Mechanisms of citizen participation at national level, analysis of perspectives and reflections on past and current initiatives  
*Chair: Pavle Schramadei, NFCSD*  
*Nikoleta Poljak, Volunteering Center Osijek*  
*Luka Tomac, Green Action*  
*Milana Romić, Human Rights House Zagreb*  
*Emina Bužinkić, Good Initiative*
- 15.30 – 16.00 Q&A session

17.00 – 18.30 Triple A - Steering Group Meeting  
Project Partners

## Day 2 (27 May 2014)

09.30 – 10.30 *Triple A for citizens, Access to information, advice and active help, relation between citizen information & advice and free legal aid – which one is more important?*

*Chair: Kenan Hadžimusić, ECAS*

Noeleen Adams, Law Centre Network, UK  
Deirdre Casey, National Association of Citizen Information Service, Republic of Ireland  
Ana Maria Suci, National Association of Citizen Advice Bureaux Romania

10.30 – 11.00 Q&A session

11.00 – 11.30 *Coffee Break*

11.30 – 12.30 *Citizen information, advice and active help services in the SEE - state of play*

*Chair: Goran Momčilović, NFCSD*

Katarina Golubović, YUCOM, Serbia  
Snježana Ivandić Ninković, ADI, Bosnia and Herzegovina  
Naim Osmani, CRPK, Kosovo  
Emre Sorkun, STGM Turkey  
Saša Zeljug, Civil Rights Project Sisak  
Lidija Zajec, Ministry of Justice

12.30 – 13.00 Q&A session

13.00 – 14.30 *Lunch break*

14.30 – 15.30 Support Mechanisms and Instruments for Citizen Participation and Engagement in Croatia - debate on the implementation and limitations of the legal framework

*Moderator: Cvjetana Plavša-Matić, NFCSD*

15.30 – 15.45 Closing words  
*Assya Kavrakova, ECAS*