



# ACM

## Work in Portugal 2022

Lisbon, 22<sup>nd</sup> November 2022

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## GOALS OF THE SESSION

**Give information about the context and the lines of strategic intervention of ACM, I.P. aimed at improving the reception and integration processes of migrants in Portugal, with a special focus on the services of the National Support Centers for the Integration of Migrants and other resources.**

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## **ACM, I.P. – HIGH COMMISSION FOR MIGRATIONS**

**Public institute that participates in the implementation of public policies on migration and refugees integration**

**Welcoming and integrating is a central part of the High Commission for Migration's mission.**



# INTEGRATION DIFFICULTIES

**Ignorance of cultural habits and norms**

**Ignorance of the law (rights and duties)**

**Communication | Ignorance of the language**

**Distrust by nationals**

**No support networks**

**Poor labour integration | Recognition of qualifications**

**Time-consuming administrative processes | inconsistency in services**

**General ignorance of the functioning of host society**



# KEY IDEAS FOR A SERVICE

**KNOW MORE TO ACT BETTER**

**AWARENESS TO RECEPTION AND INTEGRATION**

**INFORM TO DEFEND RIGHTS AND COMPLY WITH DUTIES**

**ON THE GROUND WITH MIGRANTS**

**NEW SOLUTIONS**





## **MIGRANT SUPPORT SERVICES**

# CNAIM

CENTRO NACIONAL DE APOIO À INTEGRAÇÃO DE MIGRANTES



## ACM, I.P. – HIGH COMMISSION FOR MIGRATIONS

- GAT – Reception and Screening Office
- GAJ – Legal Support Office
- GAIPESQ – Support Office for Professional Insertion, Higher Education and Qualification | Entrepreneurship
- GASI – Social Affairs and Inclusion Office
- GAV - Victim Support Office

## IMMIGRATION AND BORDERS SERVICE

## SOCIAL SECURITY

## MINISTRY OF HEALTH

## EDUCATION MINISTRY

## INSTITUTE OF REGISTRATION AND NOTARY AFFAIRS

## CITIZEN SPACE

## TAX AUTHORITY

**NATIONAL SUPPORT CENTRES FOR THE INTEGRATION OF MIGRANTS** aim to guarantee, in the same facilities, different institutions and services, relevant to an holistic answer in the host and migrants integration process.



# CNAIM

CENTRO NACIONAL DE APOIO À INTEGRAÇÃO DE MIGRANTES



**INOVATION – ONE STOP SHOP  
MODEL**

**HOLISTIC STRATEGY**

**PARTNERSHIP WITH IMMIGRANT  
ASSOCIATIONS**

**INTERCULTURAL MEDIATORS:**

- Communication in several different languages;
- Background as migrant or descendant of migrants
- Empathy
- Better understanding of the situations.

**NATIONAL SUPPORT CENTRES FOR THE INTEGRATION OF MIGRANTS** also work in close contact with other services of the High Commission for Migration, such as Migrant Support Line and the Telephone Translation Service







**CLAIM**

CENTROS LOCAIS DE APOIO  
À INTEGRAÇÃO DE MIGRANTES



- **LOCAL SUPPORT CENTRES FOR THE INTEGRATION OF MIGRANTS** are decentralized offices or spaces to support migrants in their host and integration. Information services are provided, as well as mediation between migrants and services aiming to support migrants in their needs in different dimensions;
- 154 CLAIM promoted by Municipalities, NGO's and higher education establishments.

# CNAIMOVEL

CENTRO NACIONAL DE APOIO À INTEGRAÇÃO DE MIGRANTES



- Specialized field teams that support and give information in several areas (*family reunification, regularization, portuguese nationality, and other matters.*);
- Target: institutions/ technicians/ general population;
- Collective or individual sessions



## REMOTE SERVICES



2.ª a 6.ª, das 9h às 19h | Monday to Friday from 9am to 7pm (Lisbon time)

# LINHA DE APOIO A MIGRANTES

## MIGRANT SUPPORT LINE

☎ 808 257 257\* 📱 (+351) 21 810 61 91

\* Custo de chamada local | Local call cost.

Financiada por: **Lisbo@2020** **COMPETE 2020** **PORTUGAL 2020** **UNIÃO EUROPEIA** Fundo Europeu de Integração e de Inovação

**Informação útil disponível em diferentes línguas.**

Marcação de **atendimento presencial** nos serviços dos **CNAIM** (Centro Nacional de Apoio à Integração de Migrantes).

**Useful information available in different languages.**

**In person appointments available in all CNAIM** (National Support Centre for the Integration of Migrants) services.

- Provide a telephone answering service able to give general information about migration issues.
- Forward to internal services or make appointment for the specialized offices.

2.ª a 6.ª, das 9h às 19h | Monday to Friday from 9am to 7pm (Lisbon time)

### SERVIÇO DE TRADUÇÃO TELEFÓNICA | Telephone Translation Service

☎ 808 257 257\* 📱 (+351) 21 810 61 91

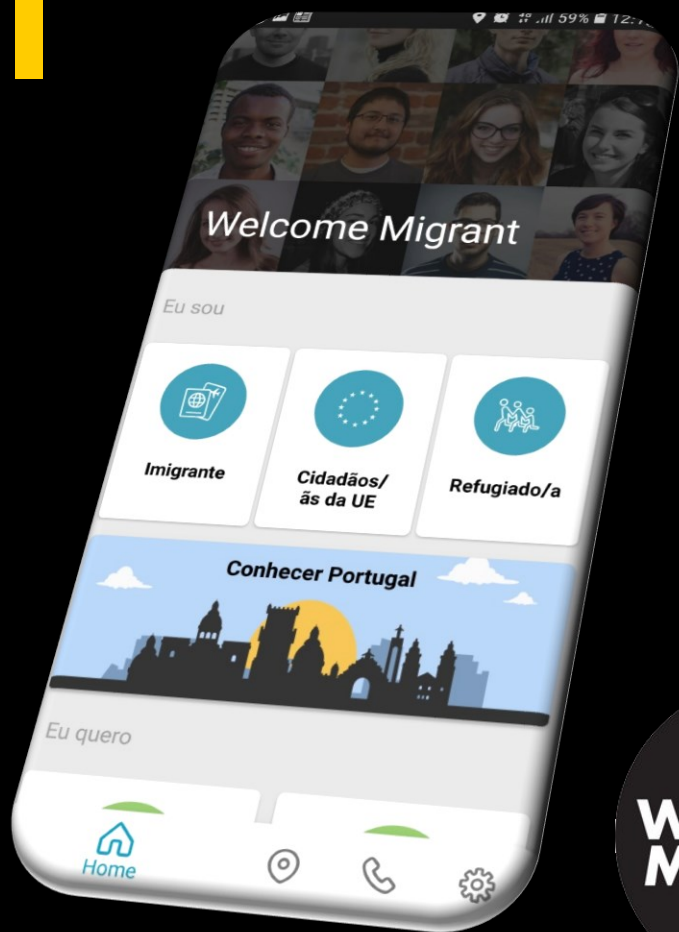
\* Custo de chamada local | Local call cost [www.acm.gov.pt](http://www.acm.gov.pt)

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**60 idiomas disponíveis.**  
Formato de **conferência telefónica.**  
**Tradução gratuita.**

**60 languages available.**  
**Conference call format.**  
**Free translation.**

- More than 69 languages and dialects;
- 107 independent translators
- Free of charge – From 9.00 am until 20.00 pm, Monday to Friday
- Free of charge – From 9.00 am from 17.00 pm, Saturday



## My CNAIM (app)

- Information about several issues (employment, regularization, social benefits, relevant contacts and more);
- Available in portuguese, english and arabic.





**Institutional Email:**  
**informacoes@acm.gov.pt**

**Website:**

**www.acm.gov.pt**

**Migrant Support**

**Line/Telephone translation**

**service +351 21 810 61 91**

**General and specialized**

**Information**





# ACM

ALTO COMISSARIADO PARA AS MIGRAÇÕES

**CONTACTS**

[informacoes@acm.gov.pt](mailto:informacoes@acm.gov.pt)

THANK YOU  
FOR YOUR TIME

