



ACM

Specialized services to meet the needs of migrant communities

30 october 2019

HIGH COMMISSION FOR MIGRATION

- **Public Agency directly dependent on the Presidency of the Council of Ministers**
- **Actively participates in the implementation of public policies on migration, aiming migrants integration.**
- **Welcoming and integrating is a central part of the High Commission for Migration's mission.**

MIGRANT SUPPORT LINE



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

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.










- **First proximity and customer service created by the High Commission for Migration, in 2003 (SOS Immigrant Line)**
- **Provides information about several issues**
- **Works from Monday to Friday - Between 9:00 am and 7:00 pm**

Main Goals of the Migrant Support Line

- **Provide a telephone answering service able to give general information on migration issues**
- **Immediately answering to frequently asked questions**
- **Forward whenever the issues do not fall within the subject of the Migrant Support Line**
- **Schedule appointments to the specialized offices of the One-Stop-Shop**



Languages available on the Migrant Support Line



Portuguese
Cape Verde Creole
English
French
Spanish
Russian
Romanian
Moldovan
Arabic

TELEPHONE TRANSLATION SERVICE – STT



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*

* Custo de chamada local | Local call cost



(+351) 21 810 61 91

www.acm.gov.pt

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

60 languages available.
Conference call format.
Free translation.

Financiado por:








- **Service created in 2006**
- **From Monday to Friday, - Between 9:00 am and 7:00 pm**
- **Data base of 60 translators / interpreters**
- **Offers immediate and scheduled translations in 56 different languages**



Procedure:

- **Received a call through the Migrant Support Line;**
- **Transferred to the STT operator;**
- **Some information is collected: name of the institution / service, name of the client; customer's telephone number;**
- **Also the language required; date and time required for the telephone translation service.**



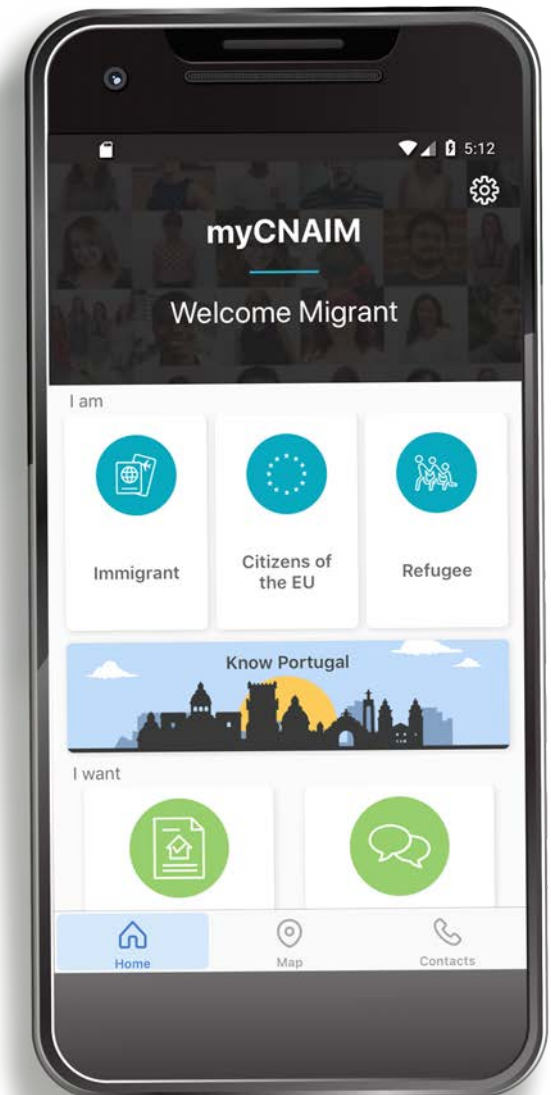
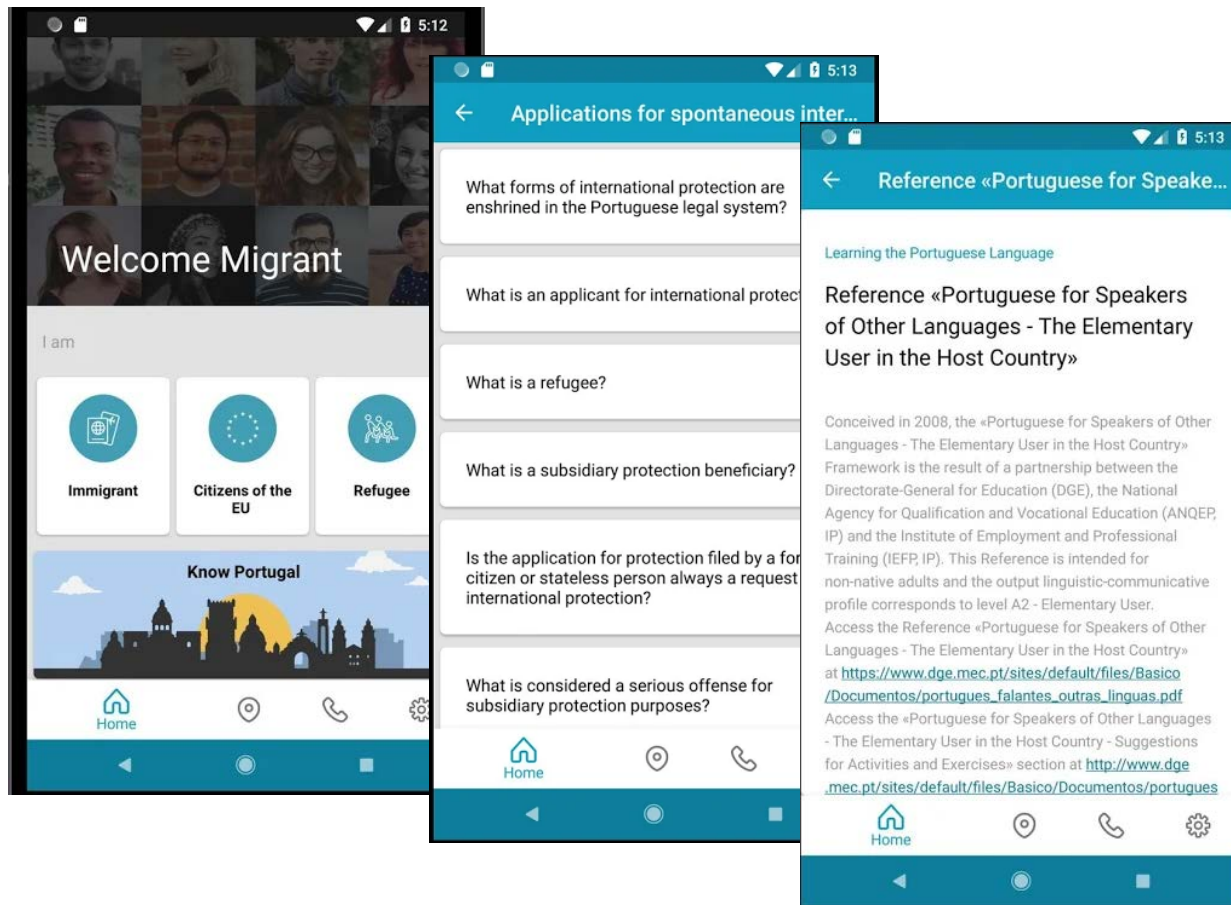
- Once the call has been established - the translator, the institution and the immigrant will be placed in a conference call;
- At the end of the conference the operator requests an evaluation of the functioning of the Service.



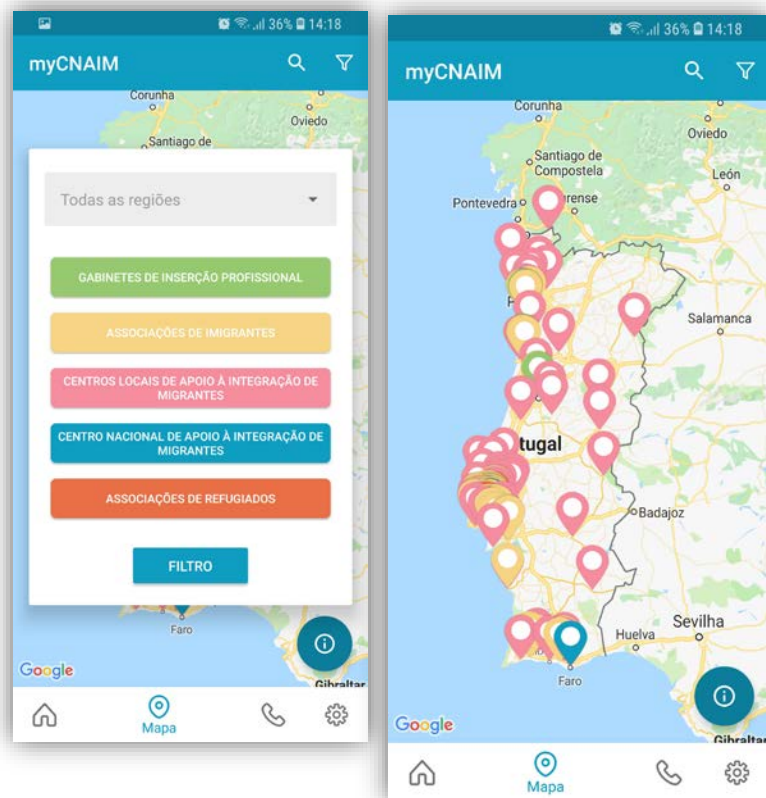
Important to mention:

- Operator and translators are required to strictly observe the professional secrecy;
- It is a free service, and it is ACM duty to pay the translators.

APP MY CNAIM



MY CNAIM



NATIONAL SUPPORT CENTER FOR THE INTEGRATION OF MIGRANTS

Where?

- **CNAIM Lisboa**
Rua Álvaro Coutinho, 14
1150-025 Lisboa
- **CNAIM Norte**
Av. de França, 316
Edifício Capitólio
4050-276 Porto
- **CNAIM Algarve**
Loja do Cidadão
Mercado Municipal, 1.º Piso
Largo Dr. Francisco Sá Carneiro
8000-151 Faro



**Holistic strategy aiming to
facilitate the integration process
of migrants.**

National Support Centers for the Integration of Migrants

- Representation of different migrant support institutions, services and offices in the same space, with a real partnership and cooperation between the represented services and ministries
- Integrated response to migrants reception and integration process, operating on a One-Stop-Shop model
- Workers who communicate in several different languages, many of them with a background as migrant or descendant of migrants → Empathy → Better understanding of the situations.
- Coordination with the Migrant Support Line, the Telephone Translation Service and the Local Support Centers for the Integration of Migrants



Support Offices from the High Commission for Migration

Welcoming and Sorting Office

Pre-Screening
Reception and Screening
Children Lounge

Legal Support Office

Legal Service | Consumption and Over Debt
Support for Family Reunion
Voter Registration Support

Social Affairs and Inclusion Office

Housing | Child Registration
Social Support | Refugees
Voluntary Return

Support Office for Employment, Higher Education and Qualification

Employability and entrepreneurship
Qualification
Higher education

Ministries present in CNAIM

Presidency of the Council of Ministers

Agency for Administrative Modernization



Ministry of Internal Affairs

Immigration and Borders Service

Ministry of Labor, Solidarity and Social Security

The Social Security
Authority for Working Conditions

Ministry of Justice

Central Registry Office

Ministry of Education

Education Office

Ministry of Health

Health Office



Thank you for your attention!

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