

PR3 A3 NATIONAL GUIDELINES



360
REWIND



National guidelines on the phenomenon of violence against migrant women in Spain

360 REWIN Project

Project Result n.3

Analysis of Portugal

Sub-product made by



National guidelines on the phenomenon of violence against migrant women

Result Leading Organisation



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National guidelines on the phenomenon of violence against migrant women

Introduction - The violence against migrant women in Portugal

1. General information on the phenomenon

1.1 Migrant women in Portugal

In Portugal, the immigrant population (measured by the criterion of naturalisation or nationality) has grown significantly, especially since the country joined the European Economic Community in 1986. Until that year, the presence of immigrants, despite being a constant in the country's history, did not exceed 100,000. By the end of the 1990s, this figure was close to 200,000, and then doubled again during the first decade of the 21st century. In 2009, 454,191 foreigners lived in Portugal, with Brazilians making up 25 per cent, Ukrainians 12 per cent and Cape Verdeans 11 per cent. In 2013, the foreign population totaled 401,320 citizens, which represents a decrease in the resident population of 11.6% compared to 2009. The downward trend in the number of foreigners residing in Portugal continued until 2015, because of the country's economic and financial crisis - Since then, there has been a significant increase in the foreign population legally residing in the country. In 2019 this population surpassed half a thousand people and in 2022 it reached an all-time high of 781,247 foreigners, the most represented group being Brazilian citizens, who account for 30.7 per cent of the total, followed by citizens of the United Kingdom (5.8 per cent), Cape Verde (4.7 per cent) and India (4.5 per cent).

In Portugal, the absolute number of migrant women has followed the evolution of total immigration in recent decades, with a significant absolute and relative increase. In absolute terms, the number of women of foreign nationality living in Portugal increased by 351% between 1990 and 2012, from 46,433 to 209,225, while the increase for men was "only" 235% over the same period. The increase between 2012 was more moderate (76.9 per cent) and lower than that recorded by men (98.2 per cent).

The positive trend in the absolute number of foreign women was accompanied by fluctuations in their percentage of the total foreign population. In 1990, women

accounted for approximately 43 per cent of the foreign national population living in Portugal. After a period of reduction in their relative weight at the beginning of the 1990s, because of the more significant increase in male immigration, women recorded an increase in their percentage of the total foreign population, reaching, between 2012 and 2018, more than half of the foreign population resident in Portugal. Between 2019 and 2022, the proportion of women in the total foreign population shows a downward trend as a result of the arrival of more masculinised migratory flows, particularly from Asia.

The increase in the percentage of women is more evident in the main national groups living in Portugal. In the case of the Brazilian community, women represent 53.8 per cent in 2022. In the Angolan population they account for 55.5 per cent, among Cape Verdeans 51.2 per cent and among Ukrainians 54.3 per cent. In the population groups that have only recently taken on more significant numbers, women are less represented. In the case of the Nepalese population, they represent 37.0 per cent and in the case of the Indian population, only 19.1 per cent.

Like a significant part of the rest of the immigrant population, women face various difficulties in their process of integration into Portuguese society. With the diversification of nationalities present in Portugal, difficulties have arisen in multiple areas. In addition to the instability of labour relations, low salaries and difficulties in accessing central structures in Portuguese society, there have been difficulties in mastering the language. While this last difficulty was already felt when a significant influx of Eastern European immigrants arrived at the beginning of the 21st century, it has recently intensified with the arrival of citizens from increasingly diverse linguistic backgrounds. Many of these difficulties experienced by immigrant women intersect, creating a context that leads them to multiple exclusions: from the labour market, housing, education (and that of their children), health, etc.

One of the dimensions that affects women the most is violence, especially that which takes place in intimate relationships. It is recognised that women are the main victims of domestic situations, often perpetuated by those close to them. Therefore, in addition to other forms of exclusion - which could also lead to situations of violence - women are more prone to violence, making them particularly vulnerable.

1.2 Profile of women victims of violence

Most prevalence data on violence against women refers to violence in intimate relationships. However, for Gonçalves and Matos (2016), focusing exclusively on violence experienced in intimate relationships is restrictive and under-represents the true prevalence of violence against women, which can also occur in other contexts of life. It is therefore important to extend this assessment to different types

(e.g. racism, discrimination, mobbing) and contexts of violence (e.g. interpersonal, institutional and structural violence), taking into account the socio-cultural factors and cultural dynamics of the women studied.

In addition to other factors, being an immigrant is a major risk factor for domestic violence, with high prevalence rates. The female immigrant population faces numerous challenges as they move from their country of origin to the new host country, including cultural differences, lack of social support, social exclusion, poverty, often due to economic dependence, illegal status that inhibits them from seeking help for fear of reprisals, such as being left without their children, fear of being deported, among others (Gonçalves, & Matos, 2020).

Many migrant, refugee and asylum-seeking women and girls are exposed to various forms of gender-based violence, whether in their country of origin, while travelling or on arrival, and it is the most recurrent violation of women's human rights in Europe (Portuguese Platform for Women's Rights, 2027). A European study carried out by the European Union Agency for Fundamental Rights showed that one in three women (33 %) have been victims of physical and/or sexual violence since the age of 15, with immigrant women recording higher rates than native women (FRA, 2014).

Based on a systematic review of literature focused on the study of interpersonal victimisation against immigrant women, Gonçalves and Matos (2016) concluded: a) there is high variability in terms of prevalence of various types of victimisation; b) interpersonal violence in general, not related with IPV, presented lower rates; c) the variability of prevalence can be explained by cultural factors and methodological issues inherent to their own studies; d) the vast majority of researchers have focused on issues of conjugality; e) studies have been conducted mainly in the United States and Canada, especially with samples of ethnic minorities (e.g., Latino, South Asian); f) few studies have focused on victimisation that occurred during the migration process, although Guruge, Roche, and Catallo (2012) reported that the prevalence of victimisation is higher in the host country (53.3%) than in the origin country (23.3%).

Most women face serious issues of discrimination, violence, health risks and/or exploitation that can occur at all stages of migration and that stem from issues of gender inequality crossed with the dimensions of social class, race, ethnicity, sexual orientation, gender identity and migration status (Hennebry et al., 2016). Often, the obstacles begin even before they leave their country of origin, due to legal restrictions on emigration that increase their vulnerability to exploitation, pushing them onto irregular and risky paths (Shivakoti et al., 2021). In this way, migrant status can expose women to obstacles related to their status, such as language barriers, cultural differences, discrimination, and difficulties in accessing services,

gender-based violence, exploitation, or lack of access to education or healthcare (Bernardino et al., 2023).

Quoting Oliveira (2022), despite the positive evolution observed via indicators like school success, there is still a long way to go when it comes to the integration of foreign citizens in Portugal. The report shows that migrants are at greater risk of poverty and live with greater material deprivation compared to nationals. In 2019 the risk of poverty and social exclusion among foreigners was 27.4% (6.1% higher than for nationals), although this is an improvement since 2013 when the risk of poverty for foreigners was 48.8% (compared with 26.0% for nationals).

The prevalence of violence against migrant women in Portugal is an issue that involves the intersection between gender-based violence and the vulnerabilities associated with the phenomenon of migration. Migrant women often face increased risks of violence due to factors such as social isolation, lack of a family network in Portugal, language barriers, origin, lack of knowledge of their rights, economic dependence, migratory status associated with fear of deportation or losing their rights, as Miguel (2019) points out.

In Portugal, there are few studies that focus exclusively on the population of immigrant women. Actually, the study of violence against immigrant women has been neglected in Portugal. Only a few national studies (Dias, Fraga, & Barros, 2013; Duarte & Machado, 2015; Gonçalves & Matos, 2020) are known. In the study of three of the most prevalent immigrant populations (Brazilian, African and Eastern Europe), carried out by Dias and colleagues (2013), it was found that: emotional abuse was most prevalent (11.4 %), followed by physical (7.1 %) and sexual (1.6 %). The intimate partner was the most reported perpetrator (43.9 %) and the relatives were the second most frequent (17.5 %). In the same study it was possible to verify that violence also occurred in the work place (10.5 %).

According to the study "Domestic violence against immigrant women in Portugal" by Duarte & Machado (2015), many of the migrant women who suffer violence in Portugal come from countries such as Brazil, Ukraine, Cape Verde, Guinea and Angola. These authors also point out that the prevalence rate is difficult to determine because many of these migrant women are in an irregular situation or have temporary residency and are afraid to report their aggressor to the authorities, as this could affect their stay in the country, which emphasises the vulnerable situation in which these women find themselves. The Association for Victim Support (APAV) has seen an increase in the number of migrant women seeking help due to situations of violence, especially domestic violence. In 2020, around 9.5 per cent of the victims of domestic violence supported by APAV were foreign women, assaulted

by intimate partners or ex-partners, as observed in the general population, but they face additional difficulties, such as fear of deportation or loss of legal status.

On the other hand, Gonçalves and Matos (2020) found that 78.5% of women have experienced at least one type of victimisation throughout life; 48% were victims for the first time during the post-migration period; and they had experienced a wide spectrum of cumulative interpersonal victimisation, which co-occur in diverse contexts of their lives. More than the additive effect of ethnicity, socioeconomic level and previous experience of victimisation in origin country, the results showed the multiple effect of the interaction of those factors: black immigrant women from low socioeconomic status who had experienced victimisation in their origin country reported a higher number of victimization experiences in Portugal.

These results seem to reflect the immigrant women perception about discriminatory attitudes in Portugal and are congruent with other studies of immigrant populations focused on victimisation in the workplace and public areas that showed high levels of perceived discrimination in the workplace, in public spaces, and even in institutional settings (Gonçalves & Matos , 2020: 36).

Particularising some types of violence, one of the types of violence against migrant women with high prevalence rates is Female Genital Mutilation (FGM). Female Genital Mutilation (FGM) is defined as "all procedures involving the partial or total removal of the external female genital organs or any damage inflicted on the female genital organs for non-medical reasons" and its practice constitutes a public offence and a serious violation of the rights of girls and women. In Portugal, Law 83/2015, of 5 August, introduced the thirty-eighth amendment to the Penal Code, making female genital mutilation a separate offence, and since then it has been classified as a crime of serious physical integrity.

As a result, female circumcision became punishable by law. According to article 144 of the Penal Code, "anyone who genitally mutilates, in whole or in part, a person of the female sex through clitoridectomy, infibulation, excision or any other practice that damages the female genital apparatus for non-medical reasons shall be punished with imprisonment of two to 10 years"

Preventing and combating FGM is one of ENIND's strategic objectives. According to the data included in the Electronic Health Record (RSE-AP) platform, a total of 853 cases have been identified in Portugal by the National Health Service since 2014. In 2022, 190 women were subjected to FGM (DGS, 2023). Also according to this author, the average age at the time of the procedure was 6 years, ranging from the first year of life to 29 years of age. In around 82.9% of cases, the mutilation took place by the

age of 9, a trend that continues in relation to previous years. With regard to the age at which FGM occurred, 65.9 per cent of the records are missing.

Between January and December 2023, 223 FGM records were made on the Electronic Health Record (RSE-AP) platform, an increase of 17.4% compared to the previous year. Since 2014, a total of 1,076 cases of female genital mutilation have been recorded on this platform (DGS, 2023). The majority of these records were made in the context of pregnancy surveillance (38.9%) and the rest during the puerperium (16.8%), in consultation (22.6%) or during hospitalisation (21.6%). The vast majority of FGMs were carried out in Guinea-Bissau (70.5%) and Guinea-Conakry (23.7%) (DGS, 2023). Of the 223 cases of FGM, health professionals intervened in 83 per cent (185) of the cases to clarify women's rights from an educational and preventative perspective

Of all the cases recorded, the most common mutilations were type I: 50.7 per cent; type II: 43.0 per cent; type III: 4.5 per cent and type IV: 1.8 per cent of all records.

The IGC coordinates the National Strategy for Equality and Non-Discrimination 2018-2030 "Portugal + Igual", which includes measures to prevent and combat harmful traditional practices, namely Female Genital Mutilation, as part of the Action Plan to Prevent and Combat Violence Against Women and Domestic Violence. The commission's action plan includes the following interventions: promotes knowledge of the prevalence of the phenomenon, including geo-referencing; supports civil society organisations and immigrant associations to develop projects on FGM in communities at risk; trains professionals who, in some way, come into contact with the reality of FGM in the performance of their duties; promotes postgraduate courses specialising in Sexual and Reproductive Health for health professionals; cooperates with countries where FGM is practised, with a particular focus on Portuguese-speaking countries and especially Guinea-Bissau; coordinates and supervises local networks of "focal points" in conjunction with the Lisbon and Tagus Valley Regional Health Administration and the High Commission for Migration; carries out airport campaigns to raise awareness of the consequences of FGM during school holidays; provides clarification/information and refers FGM situations/cases to the competent authorities (CIG, 2024).

One of the targets of the Sustainable Development Goals, a collection of 17 global goals set by the United Nations General Assembly, is to eradicate this practice by 2030 (DGS, 2023).

With regard to the victims of trafficking for the purpose of sexual exploitation, the IOM notes that they are often young migrant women from countries in Eastern Europe, Latin America and Africa.

According to Amaral (2021), trafficking in human beings is a crime, provided for in Article 160 (trafficking in persons) of the Portuguese Penal Code, which is becoming increasingly visible and has taken on increasingly alarming dimensions worldwide (Resolution of the Council of Ministers No. 94/2010).

Portugal has adopted a relevant role in suppressing this crime, creating entities focused on its prevention and signalling, and adapting internal legislation. Some social intervention projects have been identified to combat this problem. The social intervention project "Entre Ruas" aims to prevent and combat trafficking in human beings, with a special focus on trafficking in women for sexual exploitation. The aim is to ensure that sex workers and potential victims of trafficking have better access to their rights, as well as to consolidate, strengthen and qualify the intervention (Amaral, 2021).

1.3 Portuguese general documents on immigration, integration, and non-discrimination

In the case of Portugal, the Constitution of the Portuguese Republic (CRP) protects, without distinction on the basis of sex, race, language, territory of origin, religion or other characteristics, all people resident in Portuguese territory, as holders of rights (Khaligh et al., 2022). As well as being protected by the CRP, discrimination based on sex is prohibited by international conventions to which Portugal is a state party, namely the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) and the Istanbul Convention (Khaligh et al., 2022).

At national level, the National Strategy for Equality and Non-Discrimination - Portugal + Igual (ENIND) also stands out, aligned in time and substance with the 2030 Agenda and the legislation adopted by the government in an attempt to respond to the challenges faced by migrant women. ENIND is made up of three Action Plans (Action Plan for Equality between Women and Men; Action Plan for Preventing and Combating Violence against Women and Domestic Violence; and Action Plan for Combating Discrimination on the grounds of Sexual Orientation, Gender Identity and Expression, and Sexual Characteristics) where its measures include categories such as migration, ethnicity, sexual orientation, among others.

The [Portuguese Aliens Act of 2007](#) regulates the legal framework of entry, stay and exit of foreigners. The latest of 7 amendments to the act, [Law 28/2019](#), established the presumption of legal entry when granting a residence permit for the exercise of professional activity in Portugal. A previous amendment - [Law 102/2017](#) - dates from

2017. It transposes EU directives on the conditions of entry and residence of TCNs for the purposes of research, studies, training, voluntary service, pupil exchange schemes or educational projects and au pair work. It also introduced new conditions for the granting residence permits for investors, and created exceptions for the granting of residence permits to immigrant IT entrepreneurs.

Asylum law

The [Asylum Law of March 1998](#) establishes the legal framework for asylum. [Amendments](#) of 2014 are the republication of changes approved in 2008. They include new conditions and procedures for the granting of asylum and subsidiary protection, and clarifications on the status of asylum seeker, refugee and beneficiary of subsidiary protection. They also transpose several EU Directives.

Integration law

All 3 strategic documents for integration set up by the Portuguese government are approved by resolutions of the council of ministers: [12-B/2015](#); [74/2010](#); [63-A/2007](#)

Citizenship law

Portugal has the EU's second-highest naturalisation rate at 5.2%, with only Sweden ahead at 6.7%. Portugal's first [nationality law](#) dates back to 1981 (Law No. 37/81). Major and [highly-praised changes](#) were made in 2006 for strengthening the jus solis principle (nationality obtained by territory of birth) and reducing the period of legal residence to apply for citizenship. In 2015, [Organic Law 8/2015](#) established new grounds for naturalisation, while [Organic Law 9/2015](#) allowed Portuguese citizenship to the grandchildren of Portuguese citizens born abroad. [Organic Law No. 2/2018](#) extended the access to citizenship and naturalisation to those born in Portuguese territory.

[Organic Law No. 2/2020](#), the 9th amendment to Law No. 37/81, rephrased several articles of the law in order to facilitate the attribution of Portuguese citizenship, both original and acquired, in certain circumstances.

Anti-discrimination law

The [Portuguese Criminal Code of 1982](#) addresses anti-discrimination. It was recently complemented by [Law no. 94/2017](#) which establishes the legal framework for the prevention, prohibition and combating of discrimination on the basis of race and ethnic origin, skin colour, citizenship, ancestry and territory of origin.

1.4 Portuguese laws regarding access to the right to health for EU and non-EU citizens

Migratory flows are usually identified as a public health challenge worldwide (Oliveira & Gomes, 2018), with access to and use of health services being one of the strategies for good integration, equity and safeguarding human rights (Oliveira, 2022).

In terms of access to healthcare, the transposition of the Global Compact for Safe, Orderly and Regular Migration (Resolution A/73/L.66 of the United Nations General Assembly of 19 December 2018) to Portugal, carried out through the National Implementation Plan for the Global Compact on Migration (Resolution of the Council of Ministers no. 141/2019, of 20 August), provides for the need to incorporate "the health needs of migrants into national and local health policies and plans, ensuring non-discriminatory access and seeking to reduce communication barriers (with the support, for example, of the existing translation services at the ACM)" (measure 59, under the responsibility of the Ministry of Health).

In terms of access to healthcare, it should be noted that immigrants living in Portugal, even if they haven't arrived in the country for health reasons, have a legitimate right to protection of their health and access to healthcare in the country, with enrolment in the National Health Service (SNS) being one of the dimensions of their integration into the country. In this way, every citizen has the right to protect their health and the duty to protect it, even if the immigrant feels ill or needs any kind of healthcare. The country thus adopts an inclusive approach, recognising access to healthcare as a fundamental right for everyone, regardless of their legal status or nationality, and this guide covers all migrants' rights. With regard to access to healthcare, the following are examples of the rights mentioned in the Constitution of the Republic and in specific regulations.

Various legal instruments seek to guarantee the implementation of immigrants' right to health. The most relevant are presented below.

a) Constitution of the Portuguese Republic (CRP)

Article 64 of the Constitution guarantees everyone's right to health protection and states that this right must be guaranteed through a universal and general National Health Service. The Constitution makes no distinction between nationals and foreigners, ensuring that everyone, regardless of nationality or documentary status, has the right to health protection.

b) Law no. 95/2019, of 4th September

This law establishes the Basic Health Law, which defines the legal regime of the SNS. It reaffirms universal access to healthcare for all, including immigrants, and states that everyone has the right to healthcare according to their needs.

c) Order no. 253/2012, of 28 August

This decree regulates access to primary and secondary healthcare, including registration with the SNS, for both nationals and foreigners. The decree also establishes the conditions under which foreigners can register with the SNS. For immigrants in an irregular situation, access is allowed through a provisional user number, which can be obtained if the individual can prove that they have been resident in the country for more than 90 days.

d) Order no. 25.360/2001, of 16 November

This order establishes the Access of Foreign Citizens to the National Health Service (SNS), stating that foreign citizens who do not have a valid residence permit, but who can prove habitual residence in Portugal for more than 90 days, have the right to access health care, including primary and secondary care.

e) Decree-Law no. 67/2004, of 25 March

This decree-law refers to the protection of public health and includes specific provisions on the treatment of communicable diseases such as HIV/AIDS, tuberculosis and sexually transmitted diseases. It ensures that everyone, regardless of immigration status, has access to diagnosis, treatment and monitoring of these diseases, as they are public health issues.

f) Law no. 27/2008, of 30 June (amended by Law no. 26/2014, of 5 May)

This law regulates the status of refugees, asylum seekers and subsidiary protection. Asylum seekers and refugees have access to healthcare on the SNS under the same conditions as Portuguese citizens.

g) Rules on Exemption from Moderating Fees

Decree-Law no. 113/2011, of 29 November, and its amendment by Decree-Law no. 128/2012, of 21 June, establish the conditions for paying user charges in the SNS. There are various exemption situations applicable to immigrants, such as pregnancy, children under 18, people with chronic illnesses and other specific cases.

h) Normative Circular no. 12/2009, of 8 September

Issued by the Directorate-General for Health (DGS), this circular standardises access to healthcare for immigrants and defines the procedures for foreign citizens to be seen by the SNS, including the need for specific documents to register and obtain a provisional user number.

1.5 Entities and institutions offering assistance Bodies and institutions offering assistance.

In August 2014, the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention) came into force, recognising the existence of gender stereotypes and prejudices that contribute to socially legitimising violence against women, girls and young girls. The National Strategy for Equality and Non-Discrimination "Portugal + Igual" (2018-2030) - ENIND, the main public policy instrument in the area of gender equality, includes an Action Plan for Preventing and Combating Violence Against Women and Domestic Violence (GIC, 2023).

Several Portuguese organisations have been working on the issues of integration and violence against migrant women, including: Associação Portuguesa de Apoio à Vítima (APAV); Comissão para a Cidadania e a Igualdade de Género (CIG); Observatório das Mulheres assassinadas (OMAR) of the União de Mulheres Alternativas e Resposta (UMAR); Associação de Mulheres Contra a Violência; Organização Internacional para as Migrações (IOM) and, in Leiria, A Mulher Séc. XXI - Associação de Desenvolvimento e Apoio às Mulheres.

1) SUPPORT ASSOCIATIONS

From the north to the south of Portugal there are various institutions that work directly or indirectly on the issue of domestic violence, regardless of the nationality of the victims, directly (intervening directly with the victims), to which are added civil protection institutions, institutions promoting preventive actions and various professionals directly linked to the fact that this is a multidisciplinary issue, offering support and resources. Some of the main ones are listed below:

A) Commission for Citizenship and Gender Equality (CIG)

The Commission for Citizenship **and Gender Equality (CIG)**, is a governmental body in Portugal responsible for promoting gender equality and protecting the rights of women and marginalised groups. Established under the Ministry of Justice, CIG plays a crucial role in advancing policies and initiatives related to gender equality and combating discrimination.

Key Responsibilities and Functions of CIG:

Policy Development and Implementation:

- Formulating and implementing national policies and strategies aimed at promoting gender equality and addressing gender-based violence.
- Coordinating efforts across various government departments and institutions to ensure a cohesive approach to gender equality.

Support for Victims of Gender-Based Violence:

- Overseeing the national network of support services for victims of domestic violence, including shelters, counselling, and legal assistance.
- Providing resources and guidelines for the effective support and protection of victims.

Research and Data Collection:

- Conducting research on gender-related issues, such as violence against women, economic inequality, and social discrimination.
- Collecting and analysing data to inform policy decisions and measure progress towards gender equality.

Awareness Campaigns and Education:

- Running public awareness campaigns to educate the public about gender equality, anti-discrimination, and women's rights.
- Providing training and resources to schools, businesses, and community organisations on gender equality and non-discrimination.

Advocacy and Coordination:

- Advocating for gender equality at the national and international levels, including participating in international forums and negotiations.
- Collaborating with non-governmental organisations, civil society, and other stakeholders to address gender issues and promote inclusive policies.

Legal Framework and Monitoring:

- Working on the development and revision of legislation related to gender equality and anti-discrimination.
- Monitoring the implementation of laws and policies to ensure they effectively address gender disparities and protect individuals' rights.

Support Services:

- Providing information and guidance to individuals seeking support for gender-related issues, including advice on legal rights and available services.

Additional Information:

National Network for Support to Victims of Domestic Violence: CIG coordinates this network, which includes support centres, shelters, and hotlines for victims of domestic violence.

Reports and Publications: CIG publishes reports and documents on gender equality, including annual reports on progress and specific studies on relevant issues.

- **Website:** [CIG](#)

B) Portuguese Association for Victim Support (APAV)

The Portuguese **Association for Victim Support (APAV)**, or the Portuguese Association for Victim Support, is a non-profit organisation in Portugal dedicated to providing support, protection, and advocacy for victims of crime and violence. Established in 1990, APAV offers free, confidential services to individuals affected by various forms of crime, including domestic violence, sexual abuse, human trafficking, and more.

Key Services Offered by APAV:

Emotional Support: Providing psychological and emotional support to help victims cope with the trauma of their experiences.

Legal Information and Assistance: Offering guidance on legal rights, assistance with reporting crimes, and support during legal proceedings.

Social Support: Assisting victims in accessing social services, such as housing, employment, and healthcare.

Crisis Intervention: Immediate help and support in crisis situations, including shelter and safety planning.

Prevention and Awareness: Engaging in public education campaigns to raise awareness about victims' rights and crime prevention.

APAV operates through a network of offices and support lines across Portugal, with trained staff and volunteers working to ensure victims receive the help they need. Their mission is to promote a society where victims are respected, supported, and empowered to rebuild their lives.

- **Website:** [APAV](#)

C) Association of Women Against Violence (AMCV)

The Association of **Women Against Violence (AMCV)**, or the Association of Women Against Violence, is a Portuguese non-governmental organisation focused on combating violence against women and supporting survivors. Founded in 1992, AMCV works to empower women and children who have been victims of various forms of violence, including domestic violence, sexual violence, human trafficking, and other gender-based violence.

Key Objectives and Services of AMCV:

Support and Counselling: AMCV provides psychological, social, and legal support to women and children who have experienced violence. This includes individual counselling, group therapy, and support groups tailored to their needs.

Shelter and Safe Housing: The organisation offers emergency accommodation and safe housing options for women and their children fleeing violent situations, ensuring their safety and helping them start anew.

Crisis Intervention: AMCV operates crisis intervention services, including hotlines and emergency response teams, to provide immediate assistance to victims in critical situations.

Legal Guidance: Offering guidance on legal rights, support during legal processes, and assistance with protective measures to ensure victims' safety.

Advocacy and Awareness: AMCV is actively involved in advocacy work, pushing for policy changes to protect women's rights. They conduct training, workshops, and awareness campaigns aimed at educating the public and professionals about gender-based violence.

Prevention Programs: The organisation runs prevention and education programs in schools, communities, and workplaces to challenge societal norms that perpetuate violence against women.

AMCV is dedicated to creating a society where women live free from violence and discrimination, with a strong focus on empowering survivors and promoting gender equality. They work closely with national and international organisations to

strengthen support networks and improve legislation and policies to protect victims of violence.

- **Website:** [AMCV](#)

D) Women's Union for Alternative and Response (UMAR)

The **União de Mulheres Alternativa e Resposta (UMAR)**, or Union of Women Alternative and Response, is a Portuguese feminist organisation dedicated to promoting women's rights, combating gender-based violence, and advocating for gender equality. Founded in 1976, UMAR emerged in the aftermath of the Portuguese Carnation Revolution, positioning itself as a prominent voice in the fight for women's social, political, and economic rights.

Key Objectives and Activities of UMAR:

Support for Victims of Gender-Based Violence: UMAR provides direct support to women who have experienced domestic violence, sexual violence, and other forms of gender-based violence. They offer psychological, social, and legal assistance through their support centres and helplines.

Prevention and Education: The organisation runs educational programs and workshops in schools, universities, and communities to raise awareness about gender equality, prevent violence, and challenge sexist stereotypes and behaviours.

Advocacy and Activism: UMAR actively participates in public demonstrations, campaigns, and lobbying efforts to influence policy changes that advance women's rights. They work to improve legislation related to domestic violence, reproductive rights, and gender equality.

Research and Documentation: The organisation conducts research on issues affecting women, such as gender violence, women's health, and labour rights. They publish reports and studies that inform public debate and guide their advocacy efforts.

Cultural and Artistic Initiatives: UMAR promotes feminist culture through exhibitions, theatre, and artistic projects that address women's issues and amplify the voices of marginalised women.

Memory and Feminist History: UMAR places a strong emphasis on preserving and promoting the history of feminist movements in Portugal. They manage the "Museu do Aljube - Resistência e Liberdade," a museum dedicated to resistance and freedom, which includes the role of women in the struggle against dictatorship and for women's rights.

UMAR is a key player in Portugal's feminist movement, committed to building a society free from gender-based violence and discrimination. Through its multifaceted approach, UMAR strives to empower women, raise awareness, and drive societal change towards gender equality.

- **Website:** [UMAR](#)

E) Maria de Magdala Shelter

Casa de Abrigo Maria de Magdala is a shelter in Portugal dedicated to providing safe accommodation and support for women and their children who are victims of domestic violence, human trafficking, or other forms of gender-based violence. It operates as part of a network of shelters and support services in Portugal aimed at protecting vulnerable individuals and offering them a path to safety and recovery.

Key Services and Objectives of Casa de Abrigo Maria de Magdala:

Safe Housing: The shelter provides a secure and confidential location where women and their children can escape abusive environments. It offers a temporary but safe space for those at immediate risk, ensuring their safety while they plan their next steps.

Psychological Support: Trained professionals, including psychologists and counselors, offer emotional and psychological support to help residents cope with the trauma of violence and abuse.

Social and Legal Assistance: Residents receive guidance on their legal rights, help with legal procedures, and support in accessing social services, including healthcare, education, and employment assistance.

Empowerment and Reintegration Programs: The shelter provides programmes aimed at empowering women through skills training, education, and employment support, enabling them to rebuild their lives independently.

Child Support Services: Children residing at the shelter receive specialised support, including psychological counseling and educational assistance, to help them process their experiences and continue their development in a safe environment.

Crisis Intervention: The shelter also provides immediate crisis intervention services to help victims at their most vulnerable moments, offering not only physical safety but also immediate emotional support.

Casa de Abrigo Maria de Magdala plays a crucial role in the broader effort to combat gender-based violence in Portugal, working to ensure that women and children have access to the support and resources they need to break free from cycles of violence and rebuild their lives with dignity and hope.

- **Website:** Maria de Magdala Shelter

F) Centres for the Care of Victims of Violence (CAVV)

Centros de Atendimento a Vítimas de Violência (Centres for Assistance to Victims of Violence) are specialised support centres in Portugal designed to provide immediate and ongoing assistance to individuals who have experienced various forms of violence, including domestic violence, sexual abuse, human trafficking, and other gender-based violence. These centres play a critical role in supporting victims, ensuring their safety, and helping them recover from trauma.

Key Services Provided by the Centres:

Psychological Support: Professional psychological counselling is offered to help victims cope with the emotional and psychological impact of violence, providing a safe space to express their feelings and begin the healing process.

Social Support and Counselling: Social workers assist victims in accessing resources such as housing, healthcare, employment, and education, helping them rebuild their lives with the necessary social support.

Legal Assistance and Guidance: Victims receive information about their legal rights, assistance with legal proceedings, including filing complaints, obtaining restraining orders, and navigating the justice system.

Crisis Intervention: Immediate support is provided to victims in crisis situations, including emergency shelter placement, safety planning, and risk assessments to ensure their immediate protection.

Referral Services: Victims are connected to other relevant services, such as healthcare providers, legal aid, or specialised support groups, ensuring a comprehensive response to their needs.

Advocacy and Support in Legal Processes: The centres often provide advocates who accompany victims to court hearings or police stations, offering emotional support and ensuring that the victims' rights are respected.

Support for Children and Family Members: Special support services are provided for children and other family members affected by violence, recognising that the impact of violence often extends beyond the primary victim.

Operation and Accessibility:

These centres are operated by various organisations, including non-profits such as APAV (Portuguese Association for Victim Support), AMCV (Association of Women

Against Violence), and state-run services coordinated by entities such as the CIG (Commission for Citizenship and Gender Equality).

Services are typically free, confidential, and accessible to all victims, regardless of their legal or economic status.

Many centres have hotlines that provide immediate advice and support, helping victims access services promptly.

These centres are crucial in the broader effort to combat violence in Portugal, offering a lifeline to those affected and working towards a society free of violence and abuse.

G) National Support Network for Victims of Domestic Violence (RNAVVD)

The **National Network for Support to Victims of Domestic Violence (RNAVVD)**, is a coordinated system of services and resources in Portugal designed to assist victims of domestic violence. Managed by the **Commission for Citizenship and Gender Equality (CIG)**, this network brings together public and private organisations to provide comprehensive support, protection, and assistance to victims, promoting their safety and well-being.

Key Components and Services of the RNAVVD:

Support Centres: These centres provide a range of services, including psychological counselling, social support, and legal guidance. Trained professionals offer personalised support to help victims understand their rights, navigate legal processes, and access social services.

Shelters and Safe Houses: The network includes shelters and safe houses that offer emergency accommodation for victims (primarily women and their children) who need to escape dangerous situations. These facilities provide a secure environment and basic needs, along with support services to help residents rebuild their lives.

Crisis Hotlines: The network operates 24/7 hotlines that provide immediate assistance, information, and emotional support. Victims can call these hotlines for advice, crisis intervention, or referrals to appropriate services.

Legal Support: Victims receive legal guidance, including information on protective measures, restraining orders, and support during criminal proceedings. Legal advisors help ensure that victims' rights are upheld throughout the justice process.

Social Reintegration Programs: These programmes focus on empowering victims by offering job training, educational opportunities, and support in

securing employment and independent housing, fostering their economic independence.

Specialised Support for Children: Children who witness or experience domestic violence receive tailored psychological support to address trauma and help them continue their development in a safe and nurturing environment.

Prevention and Awareness Campaigns: The network actively participates in public education efforts to raise awareness about domestic violence, challenge societal norms that tolerate abuse, and inform the public about available support services.

Collaboration with Law Enforcement and Healthcare Providers: The RNAVVD collaborates closely with police, hospitals, and other frontline services to ensure a coordinated response to domestic violence, improving safety and outcomes for victims.

Access and Coordination:

The network is accessible nationwide, ensuring that victims can receive support regardless of their location. Services are confidential, free of charge, and available to all individuals affected by domestic violence.

The network is composed of multiple organisations, including NGOs, local government entities, and specialized support centres, all working together to provide a holistic response to domestic violence.

The RNAVVD plays a critical role in the national strategy to combat domestic violence in Portugal, striving to protect victims, hold perpetrators accountable, and promote a society where domestic violence is not tolerated.

- **Information RNAVVD**

H) Women Without Borders Association

The Women Without Borders Association is an organisation in Portugal dedicated to supporting women, particularly those who are marginalised or in vulnerable situations. Although specific detailed information about this particular association is limited, organisations with similar names typically focus on promoting women's rights, providing support to immigrant and refugee women, and advocating for social inclusion and gender equality.

Key Components and Services:

Support for Immigrant and Refugee Women: Providing assistance to immigrant, refugee, and minority women, helping them navigate legal, social, and cultural challenges in their host country. This includes language classes, legal guidance, and integration programmes.

Empowerment and Skills Training: Offering workshops and training sessions to empower women through education, skills development, and employment support. These programmes aim to promote economic independence and integration into the job market.

Social and Psychological Support: Providing emotional support and counselling services to women facing violence, discrimination, or other forms of social exclusion. This can include one-on-one counselling, group therapy, and support networks.

Advocacy and Awareness Campaigns: Engaging in advocacy efforts to promote women's rights and gender equality, often focusing on the specific challenges faced by immigrant and minority women. This can include public awareness campaigns, policy advocacy, and community outreach.

Cultural and Social Inclusion Activities: Organising cultural events, community gatherings, and social activities that foster inclusion, promote intercultural dialogue, and celebrate diversity.

Legal Assistance: Offering legal support to help women understand their rights, deal with residency issues, or address legal challenges related to family, employment, or discrimination.

Associação Mulheres Sem Fronteiras likely works to create a supportive environment where women can thrive, regardless of their background, while addressing the specific needs of those facing marginalisation or exclusion. Their work is crucial in promoting a more inclusive society and supporting women to overcome barriers to their personal and professional development.

- **Website:** [Women Without Borders](#)

I) Association for Community Intervention, Social and Health Development (AJPAS)

The **Associação de Intervenção Comunitária, Desenvolvimento Social e de Saúde (AICDSS)**, or Association for Community Intervention, Social Development, and Health, is an organisation in Portugal focused on promoting social development and improving community health. While specific details about their projects may not always be readily available, organisations with similar missions typically engage in a range of activities aimed at enhancing community well-being and addressing social issues.

Key Components and Services:

Community Health Programs: Implementing health promotion and disease prevention programmes, including vaccination campaigns, health screenings, and wellness workshops aimed at improving public health and access to healthcare services.

Social Development Initiatives: Running projects that support social inclusion, economic development, and empowerment of marginalised or disadvantaged groups. This can include educational programmes, job training, and support for social integration.

Support Services: Offering social services such as counselling, legal assistance, and crisis intervention to individuals facing various challenges, including poverty, domestic violence, and mental health issues.

Educational and Awareness Campaigns: Conducting workshops, seminars, and public campaigns to raise awareness about important social issues, such as health education, community safety, and social justice.

Community Engagement and Advocacy: Engaging with local communities to identify their needs, advocate for policy changes, and promote community-driven solutions to social challenges.

Youth and Family Support: Providing programmes and services aimed at supporting families and young people, including parenting workshops, youth development programmes, and family counseling.

Research and Data Collection: Conducting research to understand community needs, evaluate programme effectiveness, and inform policy development and service delivery.

- **Website:** [AJPAS](#)

I) SOS Racism

SOS Racismo is a Portuguese non-governmental organisation dedicated to combating racism, discrimination, and xenophobia. Established in 1990, it focuses on promoting racial equality, protecting the rights of minorities, and fostering an inclusive society. The organisation engages in various activities to address issues of racial injustice and support affected individuals.

Key Objectives and Activities of SOS Racismo:

Advocacy and Awareness: SOS Racismo works to raise public awareness about racism and discrimination through campaigns, educational programmes, and

public events. They aim to challenge stereotypes and promote a more inclusive and equitable society.

Support and Counseling: The organisation provides support to individuals who have experienced racial discrimination or xenophobia. This can include counselling, legal assistance, and guidance on how to address incidents of racism.

Education and Training: Offering training and workshops for schools, institutions, and businesses on issues related to diversity, inclusion, and anti-racism. These programmes are designed to educate people on recognising and combating discrimination.

Monitoring and Reporting: Tracking incidents of racism and xenophobia, documenting cases, and producing reports to highlight the prevalence and impact of racial discrimination in Portugal.

Legal and Policy Advocacy: Engaging in advocacy efforts to influence policy changes and improve legislation related to racial equality and anti-discrimination. They work to ensure that legal frameworks effectively protect minority groups and promote equal rights.

Community Engagement: Building partnerships with other organisations, community groups, and activists to strengthen efforts against racism and support marginalised communities.

Research and Analysis: Conducting research on racial issues and discrimination to inform their work and contribute to a better understanding of the challenges faced by minority groups in Portugal.

Additional Information:

- **Hotline and Support Services:** SOS Racismo often provides a hotline or contact service for individuals seeking help or wanting to report incidents of racism.
- **Publications and Resources:** They may publish reports, guides, and educational materials to support their advocacy and educational efforts.
- **Website:** [SOS Racism](#)

Although it is not a Portuguese organisation, but it does have a delegation in Portugal, it is important to highlight the role of the International Organisation for Immigration (IMO)

J) International Organisation for Immigration (IMO)

The **International Organisation for Migration (IOM)** is an intergovernmental organisation that provides services and advice concerning migration to governments and migrants alike. Established in 1951, IOM is dedicated to promoting humane and orderly migration for the benefit of all. It works with governments, international organisations, and civil society to address migration challenges and support migrants' needs.

Key Objectives and Functions of IOM:

Migration Management: IOM helps manage migration flows and supports governments in creating effective migration policies and systems. This includes assistance with border management, migration policy development, and migration data analysis.

Humanitarian Assistance: Providing emergency assistance to migrants and displaced persons affected by crises, including natural disasters, conflicts, and other emergencies. This involves emergency shelter, healthcare, and other essential services.

Support for Migrants: Offering support services to migrants, including legal assistance, psychosocial support, and integration programmes. This helps migrants adapt to new environments and access necessary resources.

Development and Capacity Building: Implementing projects that use migration as a tool for development, such as remittance programmes, skills training, and local development initiatives. IOM also works on building the capacity of governments and organisations to manage migration effectively.

Research and Policy Advice: Conducting research on migration trends, issues, and impacts to inform policy and practice. IOM provides evidence-based policy advice to governments and other stakeholders.

Advocacy and Awareness: Raising awareness about migration issues, advocating for migrant rights, and promoting positive narratives around migration. This includes public campaigns, educational initiatives, and policy advocacy.

Health and Well-being: Addressing the health needs of migrants, including providing health services, addressing mental health issues, and improving access to healthcare.

Counter-Trafficking and Protection: Working to prevent human trafficking and support survivors. IOM provides protection services and works on anti-trafficking initiatives and awareness campaigns.

Global Presence and Operations:

Offices Worldwide: IOM has a global network of offices and field operations in various countries, allowing it to respond to migration challenges on a regional and local level.

Partnerships: Collaborates with governments, UN agencies, NGOs, and other stakeholders to implement projects and provide support to migrants.

- **Website:** [IOM Portugal](#)

K) The Portuguese Observatory on Racism and Xenophobia:

Through a protocol between the Government and Universidade Nova de Lisboa, the Observatory on Racism and Xenophobia was created on 17 March 2023. The purpose of this observatory is to contribute to the understanding, scope and seriousness of Racism and Xenophobia in Portugal, as well as its different dimensions and the modalities of discriminatory practices, in order to be able to suggest laws or policies.

- **Website:** <https://observatoriodoracismoexenofobia.novalaw.unl.pt>

The perception of the phenomenon by migrant women in Spain

This section explores the nuanced perspectives of migrant women on the phenomenon of gender-based violence, offering insights through interviews conducted with frontline operators engaged in supporting migrant communities and migrant women themselves. The interviews, encompassing diverse cultural contexts, highlight the multifaceted nature of gender-based violence and its implications for migrant women.

2.1 Exploring migrant women's perspectives on violence

Migrant women's experiences with gender-based violence are intricate and influenced by a myriad of factors, including cultural backgrounds, workplace dynamics, and awareness levels. This section synthesises insights derived from interviews with operators immersed in the frontline support of migrant communities. The aim is to provide a comprehensive understanding of migrant women's perceptions of gender-based violence and the support mechanisms in place.

2.1.1 Stereotyping and Discrimination in the Workplace

The analysis of stereotyping and discrimination in the workplace reveals a multifaceted issue affecting migrant women's employment experiences. Migrant women often face gender stereotyping, leading them to be directed towards feminised and precarious job opportunities. These roles, primarily in domestic or caregiving sectors, are undervalued and offer limited prospects for advancement, contributing to the perpetuation of gender-based discrimination. Furthermore, the prioritisation of familial responsibilities over professional aspirations, coupled with challenges in accessing training and educational opportunities, exacerbates their vulnerability in the labour market. The intersectionality of gender and migration status amplifies barriers to employment, with irregular documentation status and

limited access to housing further compounding the challenges faced by migrant women. To address these issues, comprehensive support measures are needed, including tailored career guidance, access to skills training and educational programmes, advocacy for gender equality in the workplace, and initiatives to combat gender stereotypes and promote equal opportunities for migrant women. Additionally, efforts should focus on addressing systemic barriers such as irregular documentation status and discriminatory hiring practices to create a more inclusive and equitable work environment for migrant women.

2.1.2 Awareness, cultural factors, and Perceptions

The analysis of awareness, cultural factors, and perceptions regarding gender-based violence among migrant women underscores the importance of collaborative efforts and culturally sensitive approaches in addressing this complex issue. Collaborative dimensions, such as inclusive educational initiatives and community engagement programmes, play a pivotal role in fostering understanding and support networks for migrant women. Additionally, initiatives like the [Inmigracionalismo](#) project, which examines media representations of immigration, highlight the need to combat stereotypes and discriminatory narratives perpetuated by mainstream media. Creating opportunities for cultural exchange and recognition, such as multicultural events and intercultural education in schools, can challenge stereotypes and promote social cohesion. Moreover, raising awareness of gender-based violence and providing culturally competent support services are essential steps in empowering migrant women to access resources and advocate for their rights. It is crucial to address misconceptions and promote gender equality, both within migrant communities and broader society, through education, advocacy, and policy initiatives. By fostering collaboration, promoting cultural understanding, and challenging stereotypes, communities can create more inclusive environments where migrant women feel empowered, supported, and able to thrive.

2.2 Challenges faced by migrant women: Insights from interviews

This section explores the different needs of migrant women, based on interviews with frontline operators and the women themselves. The analysis reveals various challenges across practical, economic, cultural, health, legal, and psychological aspects. The identified needs reflect the complexity of migrant women's experiences, recognising specific requirements. However, challenges persist, highlighting that diverse responses are common, even in official settings.

2.2.1 General needs

Survival-Oriented Challenges

The analysis of challenges related to survival-oriented support for migrant women reveals a complex interplay of factors impacting their experience in support centres. On the one hand, women positively value participation in these centres as a source of satisfaction and emotional support in an unfamiliar environment. However, they also face weaknesses, such as a lack of clear information about their rights and available resources. Despite efforts from some social initiatives within the centre, many women experience a sense of invisibility in the receiving society, hindering their integration and access to job opportunities. Furthermore, the lack of recognition of migrant women's rights contributes to their vulnerability and limits their empowerment options. Regarding assumed roles, many women are confined to precarious and poorly paid jobs, perpetuating their economic dependency and social marginalisation. Emotionally, they face significant challenges in rebuilding their self-esteem and overcoming past traumas, which can affect their ability to tackle daily challenges. In terms of health, the needs of migrant women range from basic medical care to access to mental health services to address the stress and anxiety associated with their situation. Concerning professional development, opportunities are limited due to linguistic barriers and title homologation, perpetuating their cycle of job precariousness.

Basic and Economic Support

The analysis of challenges regarding basic and economic support for migrant women reveals a complex interplay of factors impacting their experience in support centres. Despite finding some degree of help and basic assistance in these centres, many women face weaknesses in terms of accessing economic resources and job opportunities. The lack of clear information about their rights and available services contributes to their vulnerability, while the persistence of precarious and poorly paid jobs perpetuates their economic dependence. Social invisibility and the lack of recognition of migrant women's rights also limit their ability to empower themselves and improve their situation.

Revictimisation Concerns

This is a persistent issue in support centres. Despite seeking refuge and assistance, these women face the risk of revictimisation due to various circumstances, ranging from the lack of recognition of their rights to the inherent vulnerability of their migratory status. The lack of effective protection and the absence of adequate preventive measures can expose them to exploitation and abuse, both inside and outside support centres. Social invisibility and the marginalisation of migrant women further exacerbate this risk, creating an environment conducive to

revictimisation. In this regard, it is crucial to implement proactive measures to address these concerns and ensure the safety and well-being of migrant women in support centres and society at large.

Cultural and Identity Dynamics

Women face significant challenges when trying to reconcile their cultural identity with the new social and cultural realities in the host country. Preserving their cultural identity becomes an act of resistance against forced assimilation but can also generate internal and external tensions. Striking a balance between preserving their cultural roots and integrating into the host society reflects a constant struggle for recognition and acceptance. Institutions and support programmes must be sensitive to these dynamics and provide a safe and empathetic space for migrant women to explore and affirm their cultural identity while navigating the adaptation process.

Employment, Training, and Education

Access to employment, training, and education poses a significant challenge for migrant women. They often face additional obstacles due to linguistic barriers, lack of recognition of their educational and professional credentials, and discrimination in the job market. Training and education are crucial to improving their employment prospects and facilitating their socioeconomic integration. However, the lack of access to adequate training programmes and equitable job opportunities can perpetuate their marginalisation and economic dependence. It is essential to address these barriers and promote inclusive policies that recognize and value the skills and contributions of migrant women in the labour and education fields.

Post-Receiption Period Needs

During the post-reception period, the needs of migrant women become even more pressing. At this point, many face significant challenges in adapting to their new environment, including finding housing, accessing adequate health services, and integrating into the local community. The lack of basic and economic support can exacerbate their vulnerability and hinder their ability to rebuild their lives independently. It is crucial to implement comprehensive support programmes that address these needs holistically and promote the autonomy and social inclusion of migrant women.

2.2.2 Health Needs

Counselling and Emergency Services

Migrant women often face significant challenges in terms of mental health and emotional well-being. The need for counselling and emergency care services is acute in this population, as many may experience past traumas, migration-related stress, anxiety, and depression. It is crucial to provide specialised resources and services that address these specific needs, offering a safe and supportive environment where women can seek help and guidance when needed.

Mental Health Restructuring

For migrant women, mental health restructuring is essential to overcome the emotional and psychological challenges associated with migration and adaptation to a new environment. This involves access to culturally sensitive and migration-trained mental health services that address the unique needs of these women. Promoting mental health and emotional well-being through support activities, therapy groups, and individual counselling services can aid in rebuilding mental health and strengthening the resilience of migrant women.

Broader Perspective on Health

A broader perspective on health for migrant women involves addressing not only immediate medical needs but also the social determinants of health, such as housing, employment, education, and access to culturally competent healthcare services. This requires a holistic approach that recognises the interconnections between physical, mental, and social health, and promotes comprehensive interventions to improve the overall well-being of migrant women and their communities.

Sex Education and Reproductive Health

For reproductive health and sex education, it is crucial to ensure equitable access to accurate information and culturally sensitive healthcare services. This involves addressing the specific needs of migrant women in areas such as family planning, prevention and treatment of sexually transmitted diseases, as well as support during pregnancy and childbirth. Additionally, social and cultural factors that may affect reproductive health, such as gender-based violence and lack of autonomy in decision-making regarding sexual and reproductive health, should be addressed. A comprehensive approach in this regard promotes autonomy and well-being of migrant women at all stages of their reproductive life.

Linguistic and Cultural Sensitivity

To ensure linguistic and cultural sensitivity, it is essential to provide healthcare and support services that are accessible in the native language of migrant women and respect their cultural practices and beliefs. This includes the availability of

interpreters and translators, as well as the promotion of culturally competent care environments. Staff training in cultural diversity and linguistic sensitivity is critical to providing quality care and promoting trust and engagement of migrant women in their healthcare.

Prioritising Health Areas

The specific needs of migrant women involve reproductive health, prenatal and postnatal care, mental and emotional health, as well as the prevention and treatment of chronic diseases. It is essential to adopt a holistic approach that considers both the physical and emotional aspects of their well-being. Additionally, social determinants of health, such as access to housing, secure employment, and education, should be taken into account to address health disparities and promote an equitable and person-centred approach.

2.3 Legal frameworks: Support for migrant women

In this section, we'll explore the legal challenges highlighted in the interviews with both frontline workers and migrant women. We will explore issues regarding access to legal advice, the rights of migrant women, and the challenges faced by workers in this context.

2.3.1 Legislative consideration and rights of professional workers

Based on the experiences of professionals accompanying migrant women, the main considerations regarding legislation and labour rights reveal a series of challenges and important considerations that affect their work with migrant women:

1. **Lack of Clarity in Contracts:** The absence of a clear line of work can hinder the defence of the rights of migrant individuals. Often, obstacles are encountered in bureaucracy and lack of information about labour rights.
2. **Employment Inequality:** Despite the training of many migrant individuals, they often find themselves working below their capabilities. Title homologation and the search for suitable employment are significant challenges.
3. **Excessive Bureaucracy:** The amount of administrative procedures and the variable interpretation of immigration law can generate confusion and frustration for both professionals and migrant individuals.

4. **Digital Gap:** The lack of access or technological skills can further complicate the process, especially in an environment where many procedures are conducted online.

Correspondingly, certain consequential considerations are demanded:

1. **Clarity in Contracts:** It is fundamental to establish clear and transparent guidelines in contracts, ensuring that both employers and employees fully understand their rights and responsibilities.
2. **Support in Title Homologation:** Policies and programmes should be implemented to facilitate the title homologation process and the search for employment commensurate with the training and experience of migrant individuals.
3. **Administrative Simplification:** Institutions must work to simplify administrative processes and ensure a consistent interpretation of immigration law throughout the country.
4. **Equitable Digital Access:** Resources and training should be provided to help close the digital divide, ensuring that all migrant individuals have equal access to online services and can effectively conduct administrative procedures.

By addressing these challenges and adopting measures to ensure compliance with the labour rights of migrant individuals, greater inclusion and equity can be promoted in the workplace and society at large.

2.3.2 Legal support for migrant women

Legal support for migrant women faces significant challenges that affect their access to justice and labour rights. One critical aspect is bureaucratic complexity, which can hinder the regularisation of their immigration status and access to basic social services. This complexity can lead to confusion and disorientation, especially for those unfamiliar with the legal and administrative system of the host country.

Additionally, workplace inequality is a significant concern. Migrant women often face labour deskilling, meaning they work in jobs that do not match their educational level or professional experience. This may be due to barriers in the recognition of foreign degrees and certifications, limiting their opportunities for suitable employment.

The digital divide also presents a significant challenge. While technology can facilitate access to information and services, many migrant women may lack the resources or skills necessary to use digital tools. This can exclude them from job opportunities, education, and social services that increasingly rely on digital technology.

To address these challenges, it is essential to establish policies and practices that streamline bureaucratic processes, facilitate the recognition of foreign degrees and certifications, and promote equitable access to digital resources. This may include creating specific legal counseling services for migrant women, implementing digital skills training programs, and advocating for labor policies that recognize and value the experience and education of migrant women.

By ensuring equitable access to justice and suitable job opportunities, the inclusion and integration of migrant women into the host society can be promoted, thereby contributing to their well-being and the development of more diverse and cohesive communities.

2.4 Organisational support for migrant women

The promotion of independence and the proactive addressing of issues within migrant communities are central aspects emphasised in the interviews.

2.4.1 Legislative framework for the rights of migrant women in Spain:

1. Protection for women victims of gender violence:

- **Foreign women family members of EU/EEA citizens:** Foreign women who are family members of European Union or European Economic Area citizens have specific protections under Spanish legislation.
- **Non-EU/EEA foreign women:**
 - Independent residence and work: Foreign women reunited with their spouse or partner can obtain authorisation for independent residence and work.
 - Temporary residence and work due to exceptional circumstances: Foreign women in irregular situations may obtain this authorisation due to gender-based violence situations.

- **Renewal of authorisations:** The temporary residence and work authorization for a foreign woman victim of gender-based violence will be renewed even if the employment contract is terminated or the work relationship is suspended due to violence.

2. Protection of irregular foreign women victims of gender-based violence:

These women have the right to protection, including the possibility of obtaining temporary residence and work authorisation due to exceptional circumstances.

3. Right to international protection

Migrant women victims of gender-based violence can apply for asylum or subsidiary protection in Spain.

4. Rights of Spanish women victims of gender-based violence abroad

- **Consular support:** Spanish embassies and consulates, along with the Ministries of Labour, Migration, and Social Security, provide specialized information and resources to victims.
- **Coordination in case of return:** The Government Delegation against Gender Violence coordinates with the Autonomous Communities to ensure the rights and social integration of Spanish women who return after being victims of gender-based violence abroad.

2.4.2 Interpretive keys in organisational support

Organisational support for migrant women focuses on promoting their independence and proactively addressing issues within migrant communities. It is essential to offer them resources and services that foster their autonomy and enable them to fully integrate into the host society.

One of the primary areas of focus is the development of training and empowerment programmes that strengthen the skills and confidence of migrant women. These programmes may include training in labor, educational, and social skills, as well as support for entrepreneurship and the creation of professional and social networks. By providing them with tools and resources to develop their economic and social independence, they are empowered to make informed decisions and exercise their rights more effectively.

Furthermore, addressing the specific needs of migrant women in areas such as health, housing, and gender-based violence is crucial. Organisations can offer counselling services, psychological support, and access to community resources to

help them overcome the challenges they face in their daily lives. In this regard, it is important to adopt a holistic approach that considers both the individual and structural needs of migrant women, recognising the intersections between gender, migration, and other factors such as social class, ethnicity, and religion.

Promoting the participation and leadership of migrant women in their communities is also fundamental. This may involve creating safe and supportive spaces where they can share their experiences, voice their concerns, and collaborate in finding collective solutions. By empowering migrant women to become agents of change in their communities, the promotion of a more inclusive and supportive society is facilitated.

Research: interviews with migrant women.

In discussions about migration, the voices of migrant women are often overlooked, particularly on matters like gender-based violence and discrimination. This section aims to address these issues through qualitative interviews with ten migrant women currently living in Portugal.

The study's goal is to showcase the diverse experiences of migrant women, examining the complex intersections between migration, gender, and violence. By focusing on their personal stories and perspectives, we aim to identify practical strategies to address gender-based violence and discrimination in migrant communities.

Due to confidentiality concerns, the interview content is only available upon request to the research team.

3.1 Research method

The research method followed the guidelines enacted by the coordinators of the project. It consists of a qualitative approach, based on semi-structured interviews to gather insights from migrant women residing in Portugal. A purposive sampling approach was employed to emphasise the perspectives of migrant women, each representing a different migration background and country of origin. This ensured a wide range of experiences and insights concerning gender-based violence within migrant communities. The interviews were conducted in person by professionals who interact regularly with the women, in a secure and comfortable setting to prioritise the participants' comfort and safety.

The interviewees included migrant women from different countries of origin, migration statuses, and socio-economic contexts. Diversity was a key criterion to capture a broad spectrum of experiences and perspectives. Participants were chosen based on their willingness to engage in discussions on gender-based violence and their availability for the study.

The inclusion criteria for the interviewees were as follows:

- Self-identification as a migrant woman residing in Portugal.

- Willingness to discuss personal experiences and perspectives on gender-based violence.
- Ability to communicate effectively in the chosen language of the interview: Only one interview necessitated the inclusion of a language interpreter.

Steps were taken to guarantee the anonymity and confidentiality of participants throughout the research process. Prior to the interviews, informed consent was obtained from each participant, explaining the study's purpose, the voluntary nature of participation, and the privacy measures in place. Additionally, confidentiality was maintained by ensuring the participants' anonymity.

The overall research methodology aimed to create a platform for migrant women to authentically share their experiences and insights, fostering a deeper understanding of the challenges and potential solutions to gender-based violence in migrant communities in Portugal.

3.2 Research results

Using the interviews carried out, here are the results emerging about the following aspects.

3.2.1 Sociodemographic information of the interviewees

Due to commitments regarding the confidentiality and anonymity of the participants, it is only possible to indicate that immigrants from different nationalities and stages in the immigration process were interviewed. The situations encompass explicitly induced migration processes (different types of refugees) and others perceived as more voluntary. The immigrant women interviewed were originally from Eastern Europe.

3.2.2 Presence or absence in a support centre and their perception of its action: senses and meanings.

The participation of immigrant women in the centres has brought (re)meaning to them, particularly in terms of support and integration into society. You have no dissatisfaction or weaknesses with the services provided by the support centre. The experiences they had with the reception centres were considered to be positive and

to promote trust and security. Although the facilities could be better adapted to receive immigrants and refugees with particular needs, the migrants generally felt well received. The services was considered to be professional and informed, allowing the specific needs of the immigrants to be met in most cases.

3.2.3 Successful or interesting social initiatives that reception centres or facilities have implemented or are implementing.

Reception centres implement various social initiatives that are successful or interesting in facilitating the integration and well-being of migrant women. The project had a positive impact on her and her family, especially in terms of a more real integration into a close relationship with the local community in Portugal.

3.2.4 Perception of invisibility of migrant

Some situations of perceived invisibility of immigrant women were reported, especially in terms of professional and employability issues. Many of these situations prevent immigrant women from reaching their true potential in Portugal and from achieving professional and social fulfilment. The fact that some women are in irregular situations also leads to the development of situations of invisibility, since there is a fear that these situations will be detected by the authorities and could lead to the implementation of measures to remove them from national territory.

3.2.5 Perceived rights women

The perception of access to rights by immigrant women is a reality expressed by several women. Although the perception is diffuse, it can be seen that attending organisations has enabled women to acquire specific information about their rights. Legal advice and information about the possibilities of legalisation or access to services are particularly perceived by immigrants

3.2.6 Roles assumed by migrant women

Immigrants have taken on a leadership role in immigrant organisations from the very beginning in Portugal. Their ability to make decisions in urgent situations, both as women and as immigrants, has been an asset. Immigrants often take on the role of intercultural mediators, enabling immigrant women to navigate the different services of Portuguese society.

3.2.7 Expressed or perceived needs

There seem to be several needs expressed by the immigrant women, some of which have already been mentioned. The needs still to be met refer to the lack of family doctors for the immigrants and their families, which limits their access to the Portuguese health system. The second need expressed relates to the difficulty in finding a job that matches the skills and professional experience of the immigrants. A third need expressed, in this case anticipated by the refugee interviewees, relates to their concern about their refugee status in Portugal, should it not be extended, or should there not be a more definitive decision by the government regarding their situation of being able to stay in Portugal legally.

3.2.8 Emotional implications in facing life: self-esteem and personal reconstruction

The fact that immigrant women do not speak the language of the host society is seen as a significant barrier to communication between them and the Portuguese population, particularly during the initial phase of integration. This can, indeed, cause anxiety and be a source of stress until the situation is resolved through the acquisition of language skills by the immigrants. Another factor that contributes to dissatisfaction and demotivation relates to the lack of professional recognition, which, consequently, impacts self-esteem and personal rebuilding. A third factor to consider is the leadership role that some of these women take on upon arriving in Portugal, a role that can demand a great deal from them, both mentally and emotionally (this is particularly evident in the case of Ukrainian refugees, where women have become the central figures of the family, as the men generally remained in Ukraine). Additionally, the legal status of immigrant women can also influence their personal reconstruction, as it relates to their status as immigrants and/or refugees in Portugal.

3.2.9 Situations of revictimisation or perception of the phenomenon

Situations of revictimisation were not expressed by the immigrants. However, it can be assumed that the migrants may have experienced some instances of revictimisation, mainly due to the instability and insecurity associated with their stay in Portugal.

3.2.10 Health-related needs

Immigrant women generally express satisfaction with the national health service. However, based on personal experience (and that of direct family members), they notice that in more urgent health situations, when there is some health risk, medical assistance is provided by various professionals regularly. But in routine health screenings, etc., in their monitoring, the same procedure does not occur (for example, as many of them do not have a family doctor). Therefore, this seems to be a need that remains unmet. Regarding immigration legislation in the health sector, whether men or women, as war refugees, even if they do not yet have updated documents that prove their legality in Portugal, they are still attended to by the national health service, although not all professionals are aware of this law.

3.2.11 Professional opportunities and needs (training, education and employment)

The existence of opportunities in the area of academic training for immigrant women is considered positive, with some immigrant women attending vocational or academic courses in this regard. The opportunities for their children to integrate into the national education system are also considered positive. In the sphere of employment, some barriers are pointed out, arising from insufficient language proficiency or the lack of recognition of the qualifications that migrant women possess.

Research conclusion

The interviews highlight the intricate nature of the support required by migrant women, and the recognition of the role of the organisations in the process of their integration in the Portuguese society. Notwithstanding the action of these organisations, some barriers still persist that hinder their full integration and lead, in some cases, to the development of emotional and social disorders. Suggestions for good practices that result from the interviews will be presented at the end of the document, integrated with the ones that resulted from the interviews to the professionals.

Position on the phenomenon of Professionals Supporting Migrants Interview in Portugal

In discussions surrounding migrant support, the insights and experiences of professionals directly involved with migrant communities are frequently marginalised. This section aims to bring these crucial perspectives to the forefront, drawing on qualitative interviews with ten professionals actively working to support migrants in Portugal.

The goal of this study is to illuminate the multifaceted challenges faced by professionals in this field, exploring the intricate intersections of migration, gender, and the complexities inherent in their work. By engaging deeply with their firsthand accounts, we seek to identify practical strategies for confronting issues like gender-based violence and discrimination within migrant populations, ultimately strengthening the impact of support services.

As with the interviews conducted with migrant women, the full content of these professional interviews is maintained as an internal resource. However, access to this material can be granted in accordance with the guidelines set forth by the bioethics committee of the University of Burgos.

5.1 Research method

The research methodology employed in this study involved semi-structured interviews with a diverse group of three professionals who work closely with migrant women in Portugal. These participants represented a range of disciplines, including social work, social education, psychology, and other related fields. The objective of the interviews was to gain in-depth understanding of their experiences, practices, and viewpoints on gender-based discrimination and violence faced by migrant women. With the realisation of these three interviews, the team concluded that a point of saturation was achieved by which any further interview would not lead to an increase in the content of information or in the diversification of experiences or viewpoints that could be presented by the interviewees.

The sample selection was intentional, focusing on professionals with direct, hands-on experience and specialised knowledge in supporting migrant women. This

purposive sampling method ensured that the participants could contribute meaningful and insightful data that aligned closely with the study's goals.

SPP1	Sociocultural animator working with immigrant and refugee populations
SPP2	Immigrant, English teacher, working in a social intervention project
SPP3	Coordinator of a project aimed at the integration of immigrants, Social Educator
SPP4	Psychologist

Semi-structured interviews were conducted with each participant, allowing for flexibility in questioning while ensuring key topics were addressed consistently across interviews. The interviews covered topics such as experiences with migrant women, the perceived needs in migrant women, challenges faced, strategies employed, and perceptions of gender discrimination and violence.

The data collected from the interviews were analysed using qualitative analysis methods. This involved transcribing the interviews, coding the transcripts for key themes and patterns, and identifying emerging trends and insights related to good practices in addressing gender discrimination and violence against migrant women.

The research aimed to identify and highlight good practices employed by the professionals in combating gender discrimination and violence against migrant women. These good practices likely encompassed a range of strategies, interventions, and approaches aimed at empowering migrant women, promoting gender equality, and addressing issues of violence and discrimination.

Based on the identified trends and good practices, the research likely provided insights into the implications for policy, practice, and further research in the field. Recommendations will be offered for improving support services, policy frameworks, and interventions aimed at addressing the needs of migrant women and combating gender-based discrimination and violence.

5.2 Research results

Using the interviews carried out, here are the results emerging about the following aspects.

5.2.1 Perceived needs in migrant women

The main needs felt by the migrant women accompanied by the interviewee were in terms of employment, housing, documentation, integrating their children into

school, access to the health system and social support, and understanding legislation. Access to health care, especially for chronic illnesses, cancers, urgent surgery and monitoring children with disabilities, was particularly highlighted by the interviewees.

They also need psychological counselling to deal with the trauma of leaving a country at war and the difficulties of adapting to guidance on rights, duties and how systems work. The need for psychological support was considered relevant not only for the immigrants to be able to deal with the traumas of their migratory journey, but also so that they could have access to a professional who could help them deal with their day-to-day problems in a healthy way.

Language barriers create difficulties in accessing services and interacting with institutions, and increase vulnerability to discrimination and violence at work. The Portuguese language is one of the greatest needs for migrants to become autonomous and avoid situations of precariousness and misinformation, and even to be able to establish a more functional professional relationship, with less assistance and greater cultural knowledge.

The resistance of migrant women to learning the Portuguese language was also mentioned as a major challenge, even though they recognised it as essential for their autonomy and defence of rights.

Other needs mentioned are access to social support because they are unemployed, making working hours compatible with religious practices, and deconstructing cultural concepts that normalise domestic violence.

There are also needs in terms of integrating children into schools and providing ongoing support to ensure that children adjust and thrive in the new school environment.

The need for support in terms of adequate accommodation and dealing with sudden evictions was also mentioned by the interviewees.

Some needs were also identified in the area of understanding official information and legislation and aspects relating to regularising their situation. Finally, in the more general sphere of society, there is concern about the need to deconstruct cultural norms that normalise violence and discrimination, helping women to recognise and claim their rights.

The lack of professionals, the impossibility of bringing documents or the difficulty of translating them and even the position of some professionals are also major impediments in the health dimension.

5.2.2 Emotional implications in life management in migrant women: self-esteem and personal reconstruction

According to the interviewees, migrant women, particularly Ukrainian women, face a heavy emotional burden in rebuilding their lives in Portugal. The traumatic experiences of war and forced displacement, along with the challenges of adapting to a new country, have a significant impact on their mental health. Many suffer from depression, post-traumatic stress and feelings of isolation, made worse by the lack of adequate psychological support due to language barriers. In addition, although many have higher qualifications, they face difficulties in practising their professions, which affects their self-esteem and sense of self-worth.

However, despite these challenges, many show remarkable resilience and inner strength. Driven by the responsibility of caring and providing for their families, these women struggle to rebuild their lives and achieve their goals. By learning the language, translating diplomas and actively seeking out educational and professional opportunities, they gradually regain a sense of purpose and autonomy. This determination to overcome obstacles and create a better future for themselves and their children is a testament to their extraordinary capacity for adaptation and personal growth in the face of adversity.

Although the interviews do not directly address the emotional implications of migrant women's coping with life in terms of self-esteem and personal reconstruction, there are indications that point to these themes. In particular, they mention the importance of valuing migrant women's skills as a way of increasing their self-esteem. There is also mention of creating a welcoming environment so that these women feel comfortable and safe to open up. Although not explicitly addressed, the interviews suggest that valuing skills, creating a welcoming environment and providing careful support can contribute to the self-esteem and personal reconstruction of these women, who have often suffered trauma and discrimination.

5.2.3 Revictimisation: specific situations or perceptions

Revictimisation is barely mentioned in the interviews. Even so, several situations are addressed in which migrant women, especially Ukrainian women, are subjected to processes of re-victimisation or continue to suffer after their initial flight from the war. The displacement process itself is traumatic, with precarious and overcrowded conditions on the escape routes, separation from family and pets, and uncertainty about the destination. When they arrive in Portugal, many are housed in inadequate conditions and face the risk of abrupt eviction when the tourist season or school year begins, which perpetuates feelings of insecurity and instability.

In the workplace, some women are exposed to discrimination, harassment and violence from colleagues and superiors, including disrespectful treatment, restrictions on the use of their mother tongue and excessive pressure. These abuses are aggravated by the language barrier and the fear of losing their jobs, leaving them in a vulnerable position. There are also cases of conflicts within the community itself, where newly arrived refugees are exploited or mistreated by compatriots who have already settled in the country. These experiences of re-victimisation hinder the process of recovery and integration for these women, exacerbating the trauma and stress they face.

5.2.4 Opportunities and needs regarding the health of migrant women

Both in terms of opportunities and needs, different aspects were mentioned in line with various daily dimensions. In terms of access to health services, it was pointed out that migrant women have access to health services that are fundamental to their integration and well-being, which includes not only medical care, but also psychological and psychiatric support. Although there is general access to healthcare, needs have been identified in terms of monitoring chronic conditions such as heart disease, respiratory diseases and oncology, which require regular monitoring and ongoing treatment. In addition, there is a great demand for mental health support, given the generalised trauma resulting from the war, forced displacement and difficulties in adapting. However, the lack of mental health professionals who speak, for example, Ukrainian is a significant barrier to providing effective psychological care. The lack of psychological and psychiatric counselling is particularly felt by those who come from conflict contexts, such as the Middle East, and who may suffer from mental disorders.

Another pressing concern is maternal and child health, especially for pregnant women and children with disabilities or special needs. Access to prenatal consultations, vaccinations, paediatric follow-up and early intervention is key to ensuring the well-being of these vulnerable populations. Despite the efforts of some dedicated institutions and professionals, language, bureaucratic and cultural barriers still make it difficult to navigate the Portuguese healthcare system and obtain comprehensive, culturally sensitive care. Greater investment in multilingual resources, training of health professionals in intercultural competences and close collaboration between the health and social support sectors are needed to effectively address the complex health needs of these women and their families.

5.2.5 Opportunities and needs regarding the professional development of migrant women (training, education and employment)

Migrant women in Portugal face both opportunities and challenges in developing their careers. On the one hand, many have high levels of education and professional qualifications obtained in their countries of origin, which could be a valuable resource for the Portuguese labour market. Some institutions, such as the University of Aveiro, have shown openness and support for the integration of these women, offering opportunities for the translation of diplomas, entry onto master's or bachelor's degree courses and participation in internship programmes. This validation of competences and acquisition of local credentials is a crucial step towards career progression.

However, the challenges are substantial. The language barrier is a significant obstacle, hindering effective communication in the workplace and limiting job opportunities. In addition, the process of recognising foreign qualifications can be lengthy and bureaucratic, requiring resources and persistence. Even when they do get a job, some women face discrimination, exploitation and a lack of appreciation of their skills on the part of employers and colleagues. The need to reconcile family responsibilities, especially as solo mothers and carers of young children, can also limit their availability to work and progress in their careers. Despite these challenges, many show resilience and determination in pursuing their professional goals, actively seeking training, internship and employment opportunities compatible with their competences.

5.2.6 Challenges and/or opportunities for the social development of migrant women

In terms of social development, there are initiatives and resources available to promote their integration and participation in Portuguese society. The role of associations and local authorities in organising cultural events, Portuguese language classes and orientation activities aimed at familiarising women with their new environment and facilitating the creation of social networks is highlighted. These opportunities for interaction and learning are valuable for building a sense of belonging and overcoming feelings of isolation. The possibility that some women have of finding employment quickly after arriving in the new country and the fact that the conversion of academic or professional certificates is successful in the case of specific professions (such as engineering and medicine), despite being lengthy processes, takes centre stage in the opportunity for migrant women to develop their possibilities for integration and social development.

However, language and cultural barriers pose significant challenges to these women's social development. Many find it difficult to communicate effectively in Portuguese, which limits their ability to establish meaningful relationships with the local community and access essential information and services. In addition, differences in social norms and expectations can lead to misunderstandings and experiences of discrimination. Some women may also feel caught between the desire to integrate into Portuguese society and the need to preserve their Ukrainian cultural identity. These factors can contribute to feelings of marginalisation and make it difficult to participate fully in social life. Ongoing, culturally sensitive support is therefore essential to help these women navigate these challenges and achieve a healthy balance in their social development.

5.2.7 Challenges and/or opportunities in the rights (legislation and access) of migrant women

One of the main issues conditioning migrants' access to opportunities and their rights is the lack of knowledge and understanding about the rights and duties of refugees in the host country. Many arrive with expectations based on the experiences of their compatriots in other European countries, which can lead to misunderstandings and frustration when confronted with the particularities of the Portuguese system. In addition, the language barrier hinders access to accurate information and the ability to effectively claim their rights.

However, there are also conditions and structures in place to promote and protect the rights of these women. Some institutions and professionals, such as CLAIM (Local Support Centre for the Integration of Migrants) and dedicated lawyers, have played a crucial role in providing legal guidance and support on issues of regularisation, family reunification, access to social benefits and protection against labour exploitation. These initiatives aim to empower migrant women to know and exercise their rights, promoting their autonomy and inclusion in Portuguese society. However, a continuous and coordinated effort between different government and civil society actors is needed to address the existing gaps and ensure that the human rights and dignity of these women are fully respected.

5.2.8 Harmonisation of identities and values for the coexistence of different cultures

The interviews addressed the importance of harmonising identity and values for the coexistence of different cultures, highlighting the need to find a balance between

integration into Portuguese society and preserving the cultural identity of immigrants. It is emphasised that the goal should be integration, not total assimilation, allowing migrant women to maintain a link with their roots and traditions while adapting to the new environment. This approach is exemplified by the work of immigrant associations, which, among other things, often offer language and culture classes in the immigrants' country of origin for children, fostering a sense of pride and connection with their heritage.

It is recognised that harmonising identity and values for the coexistence of different cultures is a complex process that requires openness, mutual respect and adaptation on the part of both migrants and the host society. Successful integration involves overcoming linguistic and cultural barriers, adapting to local norms without losing one's own identity. This coexistence can be enriching, promoting cultural diversity and the exchange of experiences, but it also requires coordinated efforts to deal with discrimination and prejudice

At the same time, the interviewees recognise the importance of adopting certain values and norms from Portuguese society in order to coexist harmoniously. This includes learning the Portuguese language, understanding and respecting local laws and customs, and actively participating in community life. It is suggested that through intercultural dialogue, education and mutual support, it is possible to create an environment where different cultures can coexist and enrich each other. This process requires a continuous effort by all parties involved, including the migrant women themselves, Portuguese institutions and society in general, to promote understanding, respect and appreciation of diversity.

5.3 Research conclusion

The professionals who support migrant women in Portugal are aware that this demographic group faces major challenges and needs of various kinds. Their work is often carried out with few resources, which jeopardises the well-being of the professionals themselves and the support provided to the women. The primary objective of their work is the full social inclusion of these women.

The professionals who work with migrant women provided valuable information about their perception of the migration phenomenon and the social projection of their work.

The following conclusions and recommendations can be made:

5.3.1 Perception of the phenomenon and social projection of their work

knowledge about the migration phenomenon: Society needs to be aware of the reality and challenges of the migration process, especially with regard to migrant women.

Recommendations for Good Practices:

Organising information sessions on rights, duties and the functioning of Portuguese systems, in partnership with relevant public and private bodies.

Providing training, not only for women, but also for organisations, their staff and society in general, to bring about a global change in mentalities and combat discrimination.

In summary, it could be useful to improve the social perception of the migration phenomenon and the social projection of work with migrant women by carrying out actions to raise awareness in society in general about the seriousness of this phenomenon and training actions for technicians and social support organizations.

5.3.2 Perceived needs and social projection

Different types of needs: the main needs felt by migrant women are in terms of employment, housing, documentation, integrating their children into school, access to the health system and social support, and understanding legislation.

knowledge of the rights: one of the main issues is the lack of knowledge and understanding of the rights and duties of refugees in the host country.

Psychological support: psychological counselling to deal with the trauma of leaving their country of origin and the difficulties of adaptation

Different language: Language barriers that create difficulties in accessing services, interacting with institutions and increase vulnerability to situations of discrimination and violence at work.

Recommendations for Good Practice:

Holistic Services: Provide holistic services that address both the practical and emotional needs of migrant women, including legal assistance, psychological support, access to housing, and healthcare services.

Close co-operation: between public and private institutions for a coordinated and efficient response to the needs of female refugees.

Emergency shelter: Provision of emergency shelter by the Red Cross and transitional flats by local councils, guaranteeing safe and dignified accommodation.

Carrying out activities: with migrant women to identify and value their skills, increase their self-esteem and promote their active participation;

Deconstructing concepts: such as violence, discrimination and rights/duties, enabling women to identify and react to abusive situations.

language courses: Offering free Portuguese language courses adapted to the needs of migrant women, facilitating their social and professional integration.

In summary, the perceived needs are very varied and range from employment, housing, documentation, integrating their children into school, access to the health system and social support, and understanding legislation. It is also vital that women are aware of their social rights, can benefit from psychological support and can overcome the difficulties that language barriers can cause. This requires a great deal of co-operation between public and private institutions.

5.3.3 Challenges faced and recognition

Professional Recognition: Recognition and appreciation of the professional role by society in general and by Portuguese institutions.

Appropriate human resources: Lack of adequate human resources, which can lead to emotional exhaustion for the professionals involved.

Professional skills: Need for greater investment in professional training.

Support measures: Lack of policies and programmes aimed at the work of professionals, which undermines the defence of the rights and social inclusion of migrant women.

Best Practice Recommendations:

Development of policies and programmes that recognise and value the role of professionals in promoting the rights and social inclusion of migrant women.

Human resources: investment in more competent human resources who are properly trained and qualified to deal with this issue. Professional Emotional Balance: training sessions for professionals on managing emotional balance to ensure they can effectively support migrant women without compromising their emotional well-being.

Training programmes on the subject of violence for academic bodies and public and private organisations in order to develop skills in professionals and future professionals.

Language skills for professionals: professionals working in the field of migration need to master different languages in order to better understand migrant women and provide appropriate support. *apel dos profissionais na promoção dos direitos e da inclusão social das mulheres migrantes.*

In summary, the challenges faced and recognition are very much related to the lack of recognition of this type of work by Portuguese society and public and private organizations, which translates into a lack of human resources, a lack of training for existing human resources and a lack of support measures and social policies for this area.

5.3.4 Strategies for social projection

Importance of Visibility: It is crucial to highlight the experiences, contributions, and challenges of migrant women in society to promote greater empathy, solidarity, and collective action.

Best Practice Recommendations:

Promotion of cultural and recreational activities by associations supporting the reception of migrants, fostering the preservation of cultural identity and the psychosocial well-being of women and their families.

Linguistic and cultural mediation by bilingual professionals, facilitating migrant women's access to available services and support.

Understanding cultural differences: Understanding and contextualising the values, traditions and gender roles of the women's culture of origin, adapting the intervention in a sensitive and respectful way, without impositions.

Promoting intercultural dialogue and harmonious coexistence between the communities of origin and Portuguese society, through events and initiatives for sharing and mutual learning.

In summary, the implementation of effective strategies for the social projection of work with migrant women requires a comprehensive approach that publicises this phenomenon with greater visibility. Different types of institutions must be involved in order to promote greater awareness, visibility and intercultural dialogue. In this way we can contribute to building more inclusive, just and supportive societies for all people, regardless of their origin or migratory status.

5.3.5 Perception of recognition

Need for Advocacy and Awareness: There is a need for advocacy and awareness campaigns to highlight the importance of the work done by professionals supporting migrant women and to advocate for greater recognition and support from institutions and society.

Lack of Institutional Recognition: Many professionals feel a lack of recognition from institutions and society for their efforts in supporting migrant women.

Recommendations:

Advocacy Initiatives: Professionals should actively participate in advocacy initiatives aimed at raising awareness about the importance of their work

Sensitising and training Portuguese institutions and professionals to the specific needs and cultural diversity of migrant women.

In summary, The implementation of strategies to improve recognition and support for professionals working with migrant women, institutions and organizations can create a more conducive and rewarding environment for this work.

5.3.6 Synthesis of Good Practices to Support Migrant Women

Initial welcome with the delivery/reading of the welcome manual, explanation of the rules, signing of a welcome agreement and subsequent joint construction of the life project.

Joint construction of the life project: The joint construction of the Life Project between the multidisciplinary team and the migrant woman, with weekly meetings to discuss cases and reformulate the project when necessary.

Autonomy: Making women responsible for complying with their life project and justifying any absences or changes, promoting their autonomy. reformulation of the life project

Reformulation of the life project: Adaptation of the intervention and reformulation of the life project whenever there are significant changes in the woman's situation (e.g. pregnancy, loss of employment).

Trust: Close monitoring and showing availability, giving personal examples to establish a relationship of trust, while maintaining professional boundaries.

Database with opportunities: Creation of a comprehensive database by local authorities and institutions, mapping host families, temporary accommodation and job opportunities for female refugees.

Labour Market: Personalised support in the translation and recognition of diplomas and professional skills, promoting integration into the labour market.

Multidisciplinary work and transparent communication between professionals from different institutions (Social Security, National Health System, other Social Institutions) to better respond to women's needs.

Empower: Empowering women to think for themselves, questioning what they like or don't like, being active in their lives instead of just following what is imposed on them.

Culture and Values: Respecting and valuing the women's culture and values of origin, trying to understand them, while promoting a gradual adaptation to the reality of the host country.

Empathy: Sharing experiences and informal dialogue with the clients, on topics such as marriage, pregnancy, etc., in order to establish a relationship of trust and empathy, 'person to person', in addition to the technician-user relationship.

Recommendations:

Autonomy-Focused Interventions: Design programs that emphasize skill development and self-sufficiency, providing women with the tools and opportunities to become independent.

Information Accessibility: Develop clear, accessible channels for disseminating information and resources to migrant women, ensuring they are informed about their rights, available services, and safety measures.

Safe and Trustworthy Environments: Establish and maintain environments where migrant women feel safe, respected, and free to express their concerns and needs.

Multidisciplinary Team Collaboration: Encourage and facilitate collaboration between professionals from various sectors, such as social work, healthcare, education, and legal services, to provide cohesive and coordinated support.

Empowerment Initiatives: Develop programs that encourage women to pursue opportunities in education, employment, and community involvement, moving beyond traditional roles and fostering greater economic and social participation.

Emotional and Psychological Care: Ensure that emotional and psychological support services are readily available and tailored to address the specific experiences and traumas of migrant women, helping them to navigate their new environments and challenges effectively.

By implementing these good practices recommendations, institutions and organizations can create a supportive and empowering environment for migrant women, enhancing their well-being, integration, and overall quality of life.

Practical indications for operators

Based on the above-mentioned literature and the practices developed by professionals from associations/institutions that support migrants in Portugal, we can highlight the interventions that should be carried out to promote the integration of immigrant women.

1. Access to Information

- Awareness campaigns: Develop specific campaigns aimed at migrant women, informing them of their rights, the services available and how to report cases of violence. These campaigns should be accessible in multiple languages.
- Multilingual Information Material: Distribute leaflets, guides and other materials in several languages, both in physical and digital format, on rights, local laws and support resources.

2. Training and Capacity Building

- Training professionals: Train professionals from health, education, social services and security forces to recognise signs of violence and deal in a culturally sensitive way with migrant victims.
- Sensitising Migrant Communities: Promote workshops and talks in collaboration with migrant associations to educate communities about gender-based violence and how to prevent and report such situations.

3. Psychological and legal support

- Specialised Support Centres: Establish or strengthen specific support centres for migrant women that offer psychological, legal and social support, with professionals who understand cultural and linguistic barriers.
- Legal aid: Ensure that migrant women have access to free or low-cost legal aid to deal with cases of violence.

4. Support networks

- Partnerships with NGOs and Migrant Associations: Collaborate with civil society organisations that already have a relationship of trust with migrant communities, to facilitate access to support services and report cases of violence.

- Peer Support Groups: Establish support groups for migrant women, where they can share experiences and receive mutual support.

5. Policies and legislation

- Rigorous Implementation of Laws: Ensure that laws against gender-based violence are applied effectively and equally to all women, regardless of their migration status.
- Advocacy for Legislative Change: Support policies that protect the rights of migrant women, such as regularisation of migration status and access to health and education services without discrimination.

6. Community prevention

- Work in Communities of Origin: Collaborate with community and religious leaders to challenge cultural norms that perpetuate violence against women and promote gender equality.
- Educational Initiatives in Schools: Implement educational programmes in schools for children of migrants, promoting gender equality and preventing violence from an early age.
- promote activities with the community where they live, holding joint activities such as community meetings and storytelling activities.

7. Monitoring and Evaluation

- Disaggregated Data Collection: Collect data on the incidence of violence against migrant women to guide prevention policies and practices.
- Ongoing Evaluation: Monitor and evaluate the effectiveness of prevention and support programmes, adapting them as necessary to better meet the needs of migrant women.

8. Economic Empowerment

- Vocational Training Programmes: Offer vocational training and work integration programmes for migrant women, aimed at their financial independence and reducing their vulnerability to violence.
- Microcredit and Entrepreneurship Support: Facilitating access to microcredit and entrepreneurship programmes so that migrant women can start businesses and gain autonomy.

Implementing these good practices requires close collaboration between the government, NGOs, migrant associations and the community in general. The aim is to create a safe and welcoming environment for all women, regardless of their origin.

6.1 Synthesis of the good practices identified

Several projects and institutions play an active role in the integration of migrant women and the prevention of violence. Here are some of the projects listed on the [Integration practices | European Website on Integration \(europa.eu\)](#)

A) FATIMA: Preventing honour-related violence through education and dialogue

The FATIMA project worked to combat and prevent honour-related violence (HRV). HRV includes female genital mutilation, forced or early marriage or forced sexual relationships and honour crimes committed against women, young people and children.

FATIMA delivered education on and raised awareness of the European Conventions on Human Rights, the Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence, the UN Convention on the Rights of the Child and the UN Convention on Elimination of All Forms of Discrimination Against Women. The project was implemented in four countries: Greece, **Portugal**, Sweden and the UK.

The following data, taken from a 2015 report published by the Faculty of Social and Human Sciences, New University of Lisbon, demonstrates the issues the FATIMA Project aimed to tackle in Portugal:

- 6,576 migrant women over the age of 15 in Portugal may have been subjected to the practice of Female Genital Mutilation (FGM);
- 49% of migrant women living in Portugal have been born in countries where FGM is practised;
- The highest numbers of FGM cases have been identified among migrant communities from Guinea-Bissau, Guinea and Senegal;
- Among the 3 832 migrant girls under the age of 15 in Portugal, 1 830 have or will be subjected to this practice before turning 15.

Goal

The goal of the project was to facilitate social dialogue among migrant groups with patriarchal attitudes and culture, through the training of people from NGOs run by ethnic minority groups.

This training would equip individual group and community leaders with training materials on human rights and the rights of women and children.

The dialogue facilitated would incorporate direct participation with and capacity building of communities, including targeted awareness-raising, education, specialised training of key professionals as well as promotion of dialogue within HRV-practicing communities

How it works

Awareness-raising and educational campaigns were implemented, to establish social dialogues around HRV.

Capacity building was carried out by:

- developing professional profiles for ethnic minority NGOs and individuals working against HRV;
- developing training material based on the European and UN Conventions on Human Rights and the Rights of the Child;
- developing anti-HRV guidelines for cross-sectoral co-operation and networking between ethnic minority NGOs and other stakeholders (eg. authorities, schools, police and social / health care services).
- Training ethnic minority NGOs in fundraising, project management and sustainability.

NGO staff members received training in organisation of dissemination sessions in their respective communities, through use of a guidance manual, a DVD, a board game and an online library.

In the first phase of the project, a cross-sectional study on awareness-raising activities in the four partner countries was conducted by sending questionnaires to NGO staff members working with migrant communities. The survey was designed to map attitudes towards HRV and identify the needs of NGOs run by minority groups, in order to better understand existing attitudes and beliefs and to develop training resources accordingly.

The survey was taken by 25 NGOs in Portugal and by 105 across all partner countries

Results

In Portugal, two training actions for NGO staff members were implemented: the first in Lisbon and the second in Barcelos. The national researcher connected with local organisations that were 1) related to honour-related violence and 2) spread across Portugal.

24 participants from 20 NGOs supporting migrants took part in the project and worked with its materials, with a particular preference for the board game. Many of these NGOs were working closely with communities where HRV and FGM was common.

Between March and June 2016 there were 15 pilot trainings for NGOs supporting migrants and of those involved 15 NGOs were chosen to implement the activities of the project's testing phase. This involved 80 hours of awareness-raising with and training for groups of migrants (using the relevant materials).

Evaluation

A final evaluation was carried out and shared on the project's website.

The pilot training activities were successfully carried out in Portugal. Some NGOs have continued to delivery of the second course of training activities, while others have decided to continue delivering the first course, to new participants.

Participants shared positive experiences, stating that they now better understand their rights in Portugal as far as health, education, legal, housing, taxes and social security are concerned.

During the training sessions, many participants and staff members mentioned that it would be interesting to have more training materials for children, teenagers and young people. Acting on this recommendation, the project developed a card deck adapted to this specific target group. The cards are now available to download [online](#).

Finally, following the success of the FATIMA project, DAPHNE initiated a new project: Human Rights in Practice - Human Rights as a part of language training to prevent HRV and harmful practices in the communities, which acts as a continuation of FATIMA but involves additional language centres.

Who benefits, Funding and resources

In Portugal 175 participants were reached through the training. NGOs working closely with migrant communities benefited from the training actions and the materials developed.

The project was co-founded by the European Union under the [DAPHNE](#) programme.

The project had two technical staff members: one working as Manager and the other working as Trainer/Researcher

B) One-stop-shop / National Immigrant Support centres (CNAI)

The idea behind the One-Stop-Shops is to make available a wide range of Government and support services to immigrants under one roof, independently of their legal status. In the same building, immigrants can find the Border Control Service, the Labour Inspectorate, the Social Security office, Regional Health Administration, the Regional Directorate of Education and the Central Registry Office. Moreover, there are other innovative support services to meet the concrete needs of immigrants, such as support offices for family reunification, legal advice and employment. The participation of socio-cultural mediators who speak several languages establishes a cultural and linguistic proximity to the immigrants.

Goal

The most relevant issue addressed is the management of integration and service provision for immigrants. In a context of a growing immigrant population and dispersal of services, one of the most serious and challenging responsibilities facing Portugal and among the most often cited problems are the range of institutions involved in the process, the lack of cooperation between government services and their dispersed locations, the diversity of procedures, complex bureaucracy and communication difficulties. Thus, following the Common Agenda for Integration, Portugal set up a "one-stop-shop" model service where foreign citizens can find a set of services responding to their concrete needs in terms of regularisation, legal advice, employment, family reunification, all in the same building. The goal is to facilitate the integration of immigrants in Portugal starting with legal issues and documentation and the "one-stop-shops" have a shared data management system when attending the public. The assumption is that these facilities will reduce the number of undocumented immigrants living in Portugal and simultaneously reinforce their integration.

How it works

One of the actions is service provision for immigrants at one particular physical point covering domains relevant to this population (documentation, education, health, labour, etc.). These services are coordinated in time and content and made available in several languages. Besides the civil servants working in the public agencies, there are also cultural mediators to smooth communication and build trust.

Another action is the telephone hotline for translation (SOS Imigrante). Cultural mediators speaking 9 different languages (Portuguese, French, English, Spanish, Russian, Ukrainian, Romanian, Belorussian and Cape Verdean Creole) provide information on immigration law, rights and duties in access to the labour market, housing, health, education and Portuguese citizenship.

Results

From March 2004 to December 2009 a total of over 1,979,727 cases were attended to at the One-Stop-Shops (Lisbon, Porto and Faro). Currently those One-Stop-Shops have a daily average of 1,192 service-users. Hence it is clear that they brought added value to the immigrants lives, particularly in relation to the: resolution of problems that involve various Government agencies; facilitation of access to various institutions, response to a large number of questions (legalisation; Health; Education; Nationality; Employment; Family Reunification; Social Support), personalised service (guaranteed also with fundamental support of immigrants). Furthermore the CNAIs prove to guarantee important benefits for Government Agencies, namely: interaction between agencies allows a greater speed in the resolution of processes, optimisation of the processes and mutual support between agencies, circulation of information between agencies is facilitated - increased security, sharing of worries and the creation of more efficient processes and, no less important, a common working atmosphere.

The One-Stop-Shop approach represents an essential tool in successfully managing integration to realise the full benefits of immigration, specifically in relation to service provision to immigrants. The One-Stop Shop is a contribution to ensuring that integration is a two-way process, where the receiving society actively engages in adaptation. The One-Stop-Shop approach is presented as an ambitious and yet realistic proposal for providing services to immigrants, improving integration and providing more and better information on the rights and duties of immigrants. Furthermore, the One-Stop-Shop service is a policy that approaches integration from the perspective of the adaptation of the receiving society and the services that it provides, combined with a consultative and cooperative process working with immigrants, to further the integration of both immigrants and the receiving society. It thereby meets the two-way challenge of integration in a sensible and flexible way. Finally by reducing contradictory and insufficient information, the OSS plays an important role in increasing immigrants' trust in public administration services, narrowing the gap between the two. The OSS approach it was also fundamental to achieving the principles of joined-up Government.

In 2011 ACIDI received first prize for the One-Stop-Shop in the European Public Sector Award - EPSA 2011 under the theme 'Opening Up the Public Sector Through Collaborative Governance'.

Evaluation

The first level evaluated of the project measured its implementation against the original project plan. On this level of evaluation, the evaluators concluded that the project as a whole and the partners in particular, have lived up to the expectations of the original plan.

The second level of evaluation took the broader context into account and asked questions about the relevance of the exercise and outcomes.

In conclusion, yes, the OSS-format is an ideal type of service provision, particularly geared to early reception of newcomers, if the political and structural conditions are fulfilled.

Who benefits

All immigrants (both those who have a legal or an illegal status and new-arrivals and immigrants who are applying for citizenship) and/or persons who have to deal with immigration issues.

Funding and resources

In Portugal the implementation of the National Immigrant Support Centres in 2004 represented a commitment of €1.4 million by the High Commission for Immigration and Ethnic Minorities. In 2007, the majority of ACIDI, I.P.'s annual budget of €5.51 million came from the Ministry for Labour and Social Solidarity. Just 20.9% of this budget was spent on staff costs (essentially cultural mediators). €1.88 million, or 34.1% of the budget, was spent on various integration services, including the National and Local Immigrant Support Centres network.

At the EU level, the main source of funding was the INTI.

Workers: 65 cultural mediators, 19 civil servants and 5 security guards (2009 date)

C) PROJECT CAIM: Cooperation - Action - Research - World Vision

Project CAIM aims to create an institutional and NGO partnership to integrate and coordinate resources to act and transform the social and economic framework of human trafficking and sexual exploitation in Portugal. It promotes social integration and access to the labour market of the victims.

Goal

Project CAIM is a pilot initiative in the area of prostitution and women trafficking in Portugal. The traffic of human beings is a multifaceted phenomenon that is, simultaneously, a criminal problem and a serious breaking of the Human Rights. It requires to be confronted by a partnership that associates the components of the investigation, combat and control of this crime with organisations working in the support and protection of the victims. From this point of view, the Portuguese Commission for Equality and Women Rights (in partnership with several organisations) submitted a candidacy to the European EQUAL initiative to develop the Project CAIM. Its main objective is the protection of the victims by: - Developing and implementing standards and tools to monitor the phenomenon of trafficking in order to act upon it - Strengthening the social interventions aimed at the protection and assistance of trafficked women. - Improving social inclusion and access to the labour market of the victims. - Promoting cooperation between national and international agents of intervention - Conceiving and proposing new legislation

How it works

Project CAIM started from a pre-diagnosis that identified gaps and difficulties in the knowledge and intervention of the women trafficking for sexual exploitation. In this context, the project has tried to constitute a space of meeting for different actors to study and acquire new practices of intervention on this phenomenon. In this sense, CAIM has intended to create a net of public and private institutions responsible for the prevention and combat of this crime, and the social integration of the victims. It has also promoted the cooperation with the victims' countries of origin, the scientific research on the women trafficking phenomenon and the professional qualification of people that work on this issue.

Results

Products to be developed: - Monitor system about women trafficking - Database of institutions and services that support victims of women trafficking - Compilation national and international legislation, projects and action plans about human beings trafficking and sexual exploitation - Guide to support formation of intervention agents - Guide to support social actions oriented to education and training for victims of women trafficking - Campaigns to prevent and raise awareness about women trafficking In 2008, in the context of Project CAIM and the Portuguese National Plan Against Human Beings Trafficking, it was created the Observatory of Human Trafficking. Its mission is to collect, process and disseminate information and knowledge related to this issue and other forms of gender violence.

Evaluation

CAIM has had three phases of action: Project development (2004-2005), Implementation (2005-2007) and Spreading (2008-2009).

After the first stage, the project partners identified some weak points in the diagnosis of needs that had become possible threats to CAIM. For example, difficulties to contact face to face with women trafficked for security reasons, episodes of instability of some institutional partners, the repressive context of the intervention in the field of women trafficking, some delays in bureaucratic circuits and difficulties to mobilise to professionals of social communication.

Who benefits

Victims of women trafficking (Support, protection and social integration) - Agents of security services and social intervention, and researchers - Intercultural mediators - Society

Funding and resources

EQUAL project

cignorte@cig.gov.pt

D) Kaleidoscope

The Caleidoscópico project combats different forms of social exclusion and provides community services, in so doing enhancing the integration of the migrant population in Portugal by preventing problems and raising awareness of issues that affect them.

Goal

The theme of the project is the promotion of the integration of third-country nationals (TCNs), through the establishment and provision of services that respond to their real needs. Determination of these needs comes from a combination of research at the national level and the experience and understanding of technical staff members working at ongoing projects run by Casa Vera Cruz.

The project's assumptions are that the use of both formal and informal methodologies will enhance dialogue among TCNs and between TCNs and host communities, and that the active participation and reflection of TCNs and their

networking, both locally and nationally, will lead to their empowerment, autonomy and full integration.

How it works

The project has three components: the Migrant Victim Support Office (DiSVIO), Migrants, Culture and Arts (MICUA), and Migrants and Language (MIGLING).

DiSVIO is a specialised office, with a psychologist and a jurist, who provide care, support and referral of victims of domestic violence, victims of human trafficking and victims of any type of discrimination.

MICUA involves the promotion of cultural and artistic activities, based on social issues, to be defined and developed by TCNs through "green and digital" logic of mutual personal and cultural enrichment.

MIGLING involves the offering of informal Portuguese classes in digital, independent and group format.

Results

Each of the project's components have produced different results. These include the following:

DiSVIO

- Total number of TCNs involved: 17 men and 33 women
- Total number of visits to TCN: 100 men and 200 women
- Actions: establishment of an office for service provision
- Materials produced: 1 freestanding roll-up banner; 1 poster; 1 flyer
- Distributed copies: 2 000 flyers

MICUA

- Total number of TCNs involved: 7 Men and 7 Women
- Actions: 1 collection of short stories; 2 exhibitions; 2 performances
- Materials produced: 8 short stories; 2 exhibitions; 1 freestanding roll-up banner; 4 posters

MIGLING

- Total number of TCNs involved: 10 Men and 10 Women
- Actions: Creation of a teaching platform
- Materials produced: 10 elementary level modules; 10 independent level modules; 1 freestanding roll-up banner; 1 poster

The target audience considers the project relevant and useful, seeing Portuguese language classes essential to facilitate communication and integration into the job market. The activities for the development of social and personal skills are also considered important. The office for practical and emotional support, meeting the needs of integration and informal support in the development of migrants' skills is another very positive result.

Evaluation

Evaluation of the project is continuous, taking into account the objectives and indicators defined at its outset by the team, migrants and partner network. An overall evaluation will also be carried out at the project's close.

Some difficulties in implementation have been identified throughout the course of the project, which are linked to the requirements of the AMIF co-financier (and relate to the eligibility of TCNs undergoing the process of regularisation in Portugal). Further, the project team faced difficulties inherent to the global COVID-19 pandemic context and related necessary service restrictions.

Who benefits

TCNs legally residing in a European country or, where applicable, those at the stage of obtaining the right to legal residence, will benefit from this project. Specifically, this refers to migrants, applicants or beneficiaries of international protection and refugees, documented or in the process of regularisation, of any age, gender or origin, residing in the municipality of Aveiro or in other municipalities.

Funding and resources

Total funding received for the project is € 173 839.06. AMIF funding covers 75% of costs, while the national contribution is 25%.

In terms of other resources, the project implementation team comprises six people. These are a project coordinator, a psychologist, a jurist, a sociocultural animator, a Portuguese language teacher, and a multimedia content creator.

<https://www.facebook.com/projeto.caleidoscopio.migrantes>

E) Portugal: Mentors for Migrants Programme

This initiative aims to create a network of corporate volunteers (mentors) who are available to provide guidance, orientation or information to migrants (mentees) according to their needs in different areas (eg. achieving qualifications, searching for employment, entrepreneurship, health, parenting, citizenship and participation and so on). Contact is established between people who would otherwise never have known each other.

These mentoring relationships provide mutual support between national citizens and immigrants, creating common understandings and promoting volunteering and corporate social responsibility. The main goal is the integration of immigrants into society through the involvement of everyone within society.

This project comes from a partnership between the High Commission for Immigration and Intercultural Dialogue (ACIDI, IP) and the Group of Reflection and Support to Corporate Citizenship (GRACE), an organisation comprising a group of companies that promote initiatives in corporate volunteering.

Goal

The main goals of the project are as follows:

- To provide another instrument to promote the integration of migrants in Portugal;
- To remove barriers to integration through promoting equality of opportunity;
- To remove preconceptions, promoting personal, social and organisational enrichment;
- To encourage more comprehensive understanding of the world and other people among volunteers;
- To promote voluntary work and corporate social responsibility.

How it works

Communication and project dissemination:

Presentations, leaflets, emails and individual referrals at the National Support Centre for Immigrants and company workspaces.

Mentoring and Matching in four steps:

1. In order to participate in the project, mentors and mentees fill out a questionnaire and are then invited to an interview.
2. Individuals are matched according to needs and profiles.
3. After matching, the two meet weekly. The volunteers, with their life experience, professional skills and more active role in society, provide access to their community and professional networks, give advice on job options and applications, interviews, employment culture and so on.
4. Evaluations are regularly carried out and followed up on, to ensure everyone is supported as much as possible.

Results

The relationships established during the mentoring processes not only contribute to the resolution of issues identified by migrants, but also to greater openness and changed mentalities (of both mentors and mentees), thereby contributing to intercultural dialogue.

Two of the programme's mentors said:

- "To be a mentor is not enough - it's about having good will and wanting to help someone, especially this immigrant population. There are different cultures, different views, and different ambitions. It takes perseverance and, above all, believing that small actions and words at the right time can contribute to the success of this programme."
- "Being a mentor is a huge challenge to both professional and emotional skills. I was lucky to meet a fantastic mentee who taught me that some simple things are, in fact, still very difficult for the immigrants."

Evaluation

Monthly, bimonthly or quarterly evaluations are carried out and followed up on, to ensure mentees and their mentors are happy, and to answer any outstanding questions participants might have.

Who benefits

The project was initially designed with only support for migrants in mind, but in fact it has been successful in raising awareness of and encouraging intercultural dialogue both for mentees **and** mentors, and by extension their communities.