

Porto.

GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS

Social Protection and Citizenship



Rights and duties,
Social support,
Equal opportunities.

02 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS

Title

Guide to Support the Integration of Migrants – Social Protection and Citizenship

Coordination

Municipality of Porto

Municipal Portfolio for Social Cohesion, Health and Civil Protection – Gabriela Queiroz

Technical Coordination

Municipal Department of Social Cohesion

Raquel Castello-Branco

Liliana Pires

Paula Ferreira

Catarina Lameira

Editing

Porto City Council

www.cm-porto.pt

Consulting Team

K SOCIAL Consultoria e Inovação, lda.

www.ksocial.pt

Graphics and Pagination

HOVO Comunicativo, lda.

www.hovo.pt

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Porto takes care of its own



Ancient, Most Noble, Ever Loyal
and Invincible City of Porto.

**EPIGRAPH OF THE COAT OF
ARMS OF THE CITY OF PORTO**

This booklet is part of the Porto City Council's Guide to Support the Integration of Migrants. Use it to learn about the rights and duties of the immigrant and find practical answers to **Social Protection and Citizenship** questions.



- > Which institutions and associations can support my integration?
- > What support can I receive in cases of particular vulnerability?
- > What are the fundamental rights and duties to reside in Portugal?

04 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS

There are four additional booklets in this collection, designed to help you build a full life as a Portuguese citizen.

Education

- > How does education work in Portugal?
- > How do I enrol my children in a public school?
- > Which schools are there in Porto?



Employment and Entrepreneurship

- > What are the requirements to work legally?
- > What types of jobs are available?
- > How can I create my own business?



Socio-Legal Regularization

- > How can I enter and stay in Portugal legally?
- > What types of visas are there, and how to obtain them?
- > What are the most important documents to keep?



Health

- > What are the health services in Porto?
- > How to access the National Health Service (SNS)?
- > How to protect my health and that of my family?



Contents

CAP. 1	
PROTECTION AND SOCIAL ASSISTANCE	07
1. Social Security support and measures	10
> Family	11
> Disease	13
> Work	14
> Social protection	16
2. Support and measures of the municipality of Porto	17
> Citizen's office	23
3. Community support and services	24
CAP. 2	
CITIZENSHIP	31
1. Fundamental rights and life in Portugal	31
> Rights guaranteed to all people	31
> Rights of legal residents in Portugal	35
> Duties of residents in Portugal	38

06 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS

CAP. 3

LIVING IN THE CITY OF PORTO

40

> National and municipal holidays

42



CONTACTS

43



GLOSSARY


47

CAP. 1

Protection and Social Assistance

All individuals and families may, at some point, face situations that make their lives more complex, such as health problems or financial hardship. Different types and degrees of social vulnerability require a coordinated response from social protection services, through support and intervention measures, aimed at ensuring each **person's basic rights, including access to healthcare, healthy food, and decent housing.**

Social Security is a system designed to guarantee these basic rights, as well as equal opportunities, well-being and social cohesion for all Portuguese citizens and foreign residents living in Portugal. According to the Constitution of the Portuguese Republic, the Social Security system protects citizens in situations involving the absence or reduction of means of subsistence or capacity to work, namely:

- 
- > illness
 - > old age
 - > disability
 - > widowhood
 - > orphanhood
 - > unemployment

08 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS PROTECTION AND SOCIAL ASSISTANCE

In Portuguese municipalities, the coordination of strategies and resources to combat poverty and social exclusion is achieved through the Social Network program.

The Porto Social Network has 316 members. It is constituted by a group of entities that provide social services, as well as by private sector companies whose participation aims to promote social responsibility.

› **Social Security Institute**

The national organization responsible for guaranteeing social protection and inclusion, recognizing individuals' rights, ensuring compliance with contributory obligations, and promoting social solidarity.

› **Porto City Council (Municipality of Porto)**

Responsible for the governance of the city, it develops and implements policies that coordinate and support social responses at the local level.

> Social and economic sector entities

Private, non-profit organizations, such as associations and non-governmental organizations, dedicated to providing community-based services (nursing homes, childcare centres, residential care homes for children and young people, among others). As they perform services of public interest, they are often funded and supervised by Social Security and hold the status of Private Institutions of Social Solidarity (IPSS).

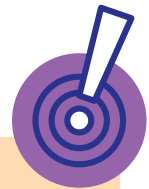
> Private entities

For-profit private organizations that participate in the Social Network as part of their corporate social responsibility.



.1 SOCIAL SECURITY SUPPORT AND MEASURES

Portuguese law guarantees equal treatment for foreigners holding a Residence Permit ([Law No. 23/2007](#)) concerning social security, tax benefits, trade union membership, **recognition of diplomas, certificates, and other professional qualifications**, as well as **access to goods and services available to the public**.



The regularization of your legal situation in Portugal depends on registering with Social Security and obtaining the NISS – Social Security Identification Number.

For detailed information on how to do this

See Socio-Legal Regularization Booklet



The lists presented on the following pages are not exhaustive.

To learn more about the support and applicable measures, visit the **Social Security Direct** website.



Social Security
Direct

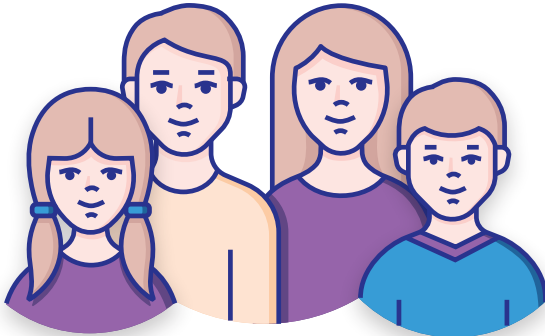


Family

	KEY MEASURES
<p>Maternity and Fatherhood</p> <p>Support to compensate for the increase in expenses after the birth of a child.</p>	<p>Family Allowance for Children and Young People – support for the education of children and young people.</p> <p>Parental Allowances – support to compensate for loss of income.</p> <p>Child Care Allowance – a benefit paid to individuals who take time off work to care for sick children or children with disabilities or chronic illnesses.</p>
<p>Pregnancy</p> <p>Benefits and support provided during the gestation period.</p>	<p>Prenatal Family Allowance – support paid to pregnant women to help cover for pregnancy-related expenses and encourage maternity.</p> <p>Allowance for Clinical Risk During Pregnancy – a benefit paid to employed pregnant who are unable to work due to a high-risk pregnancy.</p> <p>Allowance for Specific Risks – a benefit paid to pregnant women, new mothers, or breastfeeding women who cannot work due to a risk to their health.</p>
<p>Development of children and young people</p> <p>Benefits and support for the growth of children and young people.</p>	<p>Creche Feliz program – free daycare network</p> <p>Scholarship – financial support aimed at preventing early school leaving and helping to cover the costs of compulsory secondary education or its equivalent.</p> <p>Social responses for children and young people at risk – social support services designed to promote rights and protect children and young people in situations of vulnerability.</p> <p>Special Education Allowance – a benefit for children and young people with permanent disabilities up to the age of 24, intended to help cover the costs of specialized technical support or attendance at appropriate educational or care institutions.</p>

**12 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS
PROTECTION AND SOCIAL ASSISTANCE**

<p>Family Foster Care and Civil Sponsorship</p> <p>Information on family-based care for children and young people at risk, as well as civil sponsorship arrangements.</p>	<p>Civil Sponsorship – a child or young person under 18 lives with another person or family who assumes parental responsibilities.</p> <p>Family Foster Care for Children and Young People – care provided by a person or family that ensures safety, affection, and healthy development.</p> <p>Foster Family for the Older Adults and Adults with Disabilities – temporary or permanent family-based care for older adults or adults with disabilities, on a part-time or full-time basis.</p>
<p>Death</p> <p>Essential support for family members in the event of death.</p>	<p>Allowance / Reimbursement of Funeral Expenses</p> <p>Orphan's Pension</p> <p>Widow's Pension</p> <p>Death Grant (one-time)</p> <p>Survivor's Pension (monthly)</p>
<p>Domestic violence</p> <p>Benefits and services to support and protect victims of domestic violence.</p>	<p>Family Restructuring Allowance – financial support for victims of domestic violence who have had to leave their home.</p> <p>Social responses for victims of domestic violence – a range of social support services that provide protection, guidance, and assistance to individuals affected by domestic violence.</p>



Disease

	KEY MEASURES
<p>Disability and Incapacity</p> <p>Assistance for individuals of all ages with disabilities, disabilities or mental health conditions.</p>	<p>Assistance Allowance for Children with Disabilities, Chronic Illness, or Cancer – financial support for children with disabilities, chronic illnesses, or cancer.</p> <p>Dependency Supplement – support for dependent pensioners who need assistance from another person for daily tasks.</p> <p>Allowance for Third Person Assistance – a monthly benefit for families with children or young people who need constant supervision. It helps cover extraordinary expenses when there is significant dependency, in addition to any existing disability allowance included in the family allowance.</p> <p>Balcão de Inclusão (Inclusion Desk) – a specialized service that provides support on issues related to disability and incapacity.</p> <p>Social Benefit for Inclusion – support for people with disabilities to promote autonomy and social inclusion. It consists of:</p> <ul style="list-style-type: none"> Base Component – amounts vary depending on the degree of disability and household income. Supplement – amounts depend on income and household composition.
<p>Care in cases of illness</p> <p>Benefits designed to compensate for lost income due to illness.</p>	<p>Allowance for Temporary Incapacity Due to Occupational Disease – financial support for workers temporarily unable to work because of an occupational illness.</p> <p>Sickness Benefit – support paid to individuals who are unable to work due to illness.</p> <p>Social Support Services for HIV/AIDS Patients – specialized services that provide guidance, care, and assistance to people living with HIV/AIDS.</p>

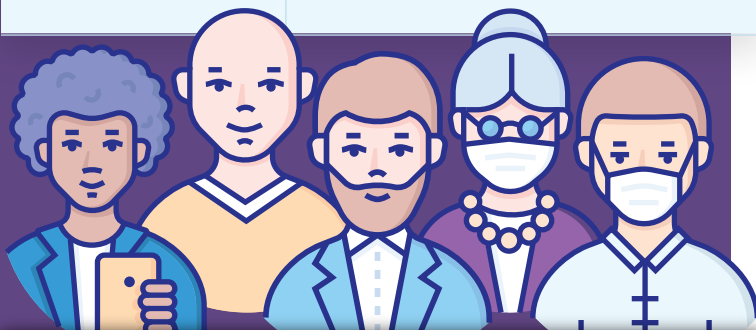
**14 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS
PROTECTION AND SOCIAL ASSISTANCE**

Informal Caregiver

Support for individuals who care for someone in a situation of dependency, without receiving payment.

Informal Caregiver Status – a recognition granted to caregivers to help them provide care while balancing their personal life. This status may be accompanied by a financial subsidy.

Informal Caregiver Support Allowance – financial benefit for caregivers who meet income and age requirements, and who have been recognized as the main informal caregiver.



Work

KEY MEASURES

Unemployment

Allowances for involuntary loss of employment or cessation of activity.

Unemployment Benefit

Cessation of Activity Allowance – for self-employed workers.

Partial Unemployment Benefit

Social Unemployment Benefit

Partial Allowance for Cessation of Activity (Professional)

Extraordinary Assistance for Long-Term Unemployment

<p>Retirement and Disability</p> <p>Preparing for retirement, applying for old-age or disability pensions, and accessing other related benefits and supplements.</p>	<p>Old Age Pension</p> <p>Disability Pension</p> <p>Supplements and additional amounts to the Old Age Pension</p> <p>Dependent Spouse Supplement</p> <p>Solidarity Supplement for the Elderly</p> <p>Supplement for Elderly Medication Costs</p>
<p>Funds and Programs</p> <p>They ensure workers' rights and provide support measures for employers.</p>	<p>Wage Guarantee Fund – support that guarantees payment of salaries and other employment-related credits when a company is insolvent or undergoing a restructuring process (PER).</p> <p>Hiring and Work Incentives – Exemption or reduction in Social Security contributions to encourage the hiring of specific groups of workers.</p> <p>Layoff Support – measures providing assistance to both workers and employers in cases of temporary suspension or reduction of work.</p>



To learn more and check your eligibility for a specific benefit, use the **SOCIAL SECURITY SOCIAL BENEFITS SIMULATOR**, an online tool that quickly and easily shows which social benefits – such as family allowance, sickness benefit, or unemployment benefit – you may be entitled to.



Social Security Social Benefits Simulator



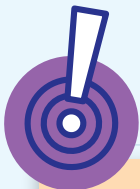

PLEASE NOTE:
 This simulation does not replace the official application and is not legally binding. It is provide for informational purposes only, to help understand the social protection available.

16 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS PROTECTION AND SOCIAL ASSISTANCE

Social Action

At this level, the collaboration with social economy entities, particularly the IPSS, and with the Municipality, through the Social Network, is strengthened. This includes institutions and companies of public interest that provide social and community support services to the population.

	KEY MEASURES
<p>Social Assistance and Services</p> <p>For individuals experiencing economic or social vulnerability, at risk or in danger, or who are not eligible for other forms of support.</p>	<p>Legal protection – free legal assistance for individuals and organizations who cannot afford lawyers or the costs of legal proceedings.</p> <p>RSI – Social Integration Income – a monthly cash benefit and integration programme for nationals or legal residents living in extreme poverty, with a plan tailored to the family situation.</p> <p>Solidarity Supplement for the Older Adults – support for older adults and disability pensioners with low incomes</p> <p>Social Support for people with addictive behaviours – services that provide treatment and support for the reintegration of people with addictive behaviours.</p> <p>Social Support for homeless people</p> <p>Social Support for Seniors</p> <p>Social Support for families and the community</p>



You can consult all the city's social resources in the **CARTA SOCIAL (SOCIAL CHARTER)** and the **interactive map of the Municipality of Porto.**

Social Charter



Interactive Map

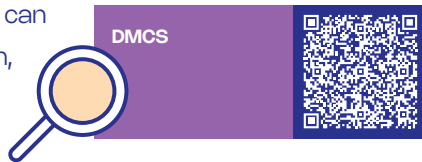


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.2 SUPPORT AND MEASURES OF THE MUNICIPALITY OF PORTO

The vision of the Municipality of Porto is that of **a city where everyone can integrate and pursue their life projects**, while respecting the fundamental values and principles of the city of Porto and its people. To this end, it provides a range of support mechanisms, measures, and services across various areas — including migrant integration.

Some of these services are the direct responsibility of the *Departamento Municipal de Coesão Social* (Municipal Department of Social Cohesion). You can check all the information, news, and projects at:



The *Divisão Municipal de Apoios e Acompanhamento Social* (Municipal Division of Social Support and Monitoring), part of the *Departamento Municipal de Coesão Social* (Municipal Department of Social Cohesion), oversees social action at the city level, particularly providing support services for people in situations of social vulnerability.

These services are delivered through partnerships with local organizations and operate in two intervention modalities, depending on the target audience.



18 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS PROTECTION AND SOCIAL ASSISTANCE

RSI Social Integration Income	Close support of families receiving social integration income (RSI) Promotes the implementation of the actions provided for in the Insertion Contracts – plans for social and professional integration
SAASI Integrated social support and assistance service	It supports all residents in situations of social vulnerability (RSI and SAAS)

Depending on your parish of residence, if necessary, you can go to the services available in the territory, according to the schedules and addresses provided on the following map.



1 Centro Social de S. Martinho de Aldoar

R. Dr. João Fernandes Lopes Neves, n.º 60 // 4100-094 Porto
+351 223 223 243 // 914 495 462 **Monday to Friday: 09h30 - 13h00//14h00 - 17h30**

2 Associação Ludotecas do Porto

R. Alcaide Faria (Antiga Escola de Aldoar) // 4100-034 Porto
+351 226 103 418 // 927 597 022 **Monday to Friday: 09h00 - 13h00//14h00 - 17h00**

3 Santa Casa da Misericórdia do Porto

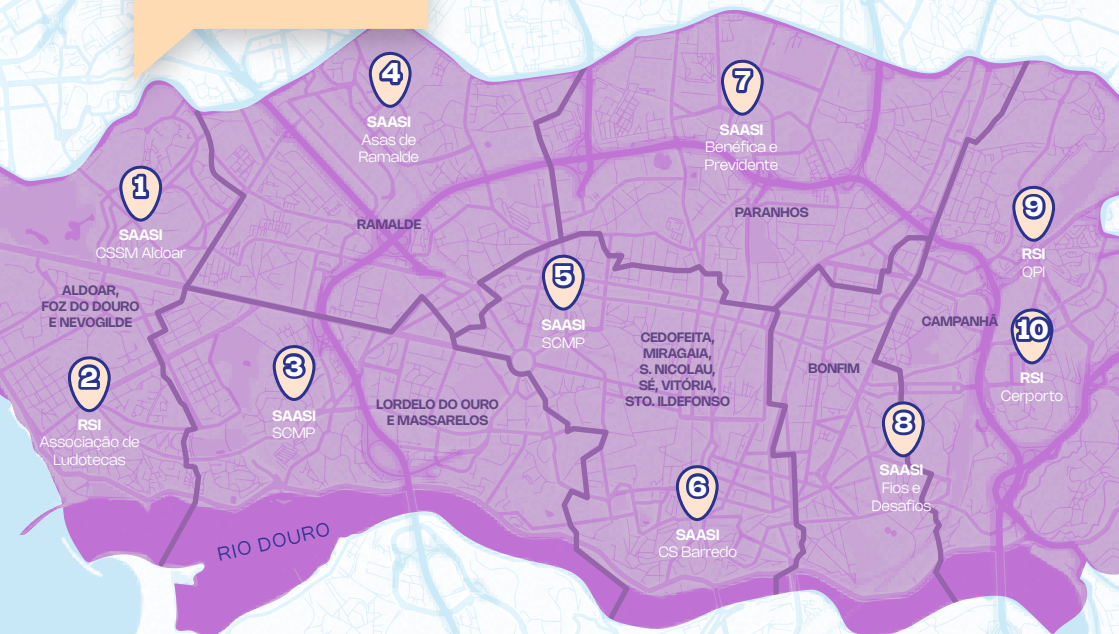
R. Bernardino Machado, n.º 82-100 // 4150-136 Porto
+351 220 924 422 **Tuesday and Thursday: 09h00 - 13h00//14h00 - 17h00**

4 Associação de Solidariedade e Ação Social de Ramalde

R. Ferreira de Castro, n.º 90 // 4250-206 Porto
+351 226 164 412 **Monday to Friday: 09h30 - 13h00//14h00 - 17h30**

5 Santa Casa da Misericórdia do Porto

R. Joaquim Vasconcelos, n.º 79 // 4050-311 Porto
+351 220 924 422 **Monday to Friday: 09h00 - 13h00//14h00 - 17h00**



6 Centro Social do Barredo

Largo dos Arcos da Ribeira, n.º 110 // 4050-062 Porto
+351 222 012 047 // 925 419 653/1 **Monday to Friday: 09h00 - 13h00//14h00 - 17h00**

7 A Benéfica e Previdente - Associação Mutualista

R. Contumil, n.º 107 // 4350-132 Porto **Monday to Friday: 09h00-13h00//14h00-17h00**
Trav. Monsanto, n.º 63 // 4250-295 Porto **Monday: 09h30 - 12h30**
+351 225 573 740 // 911 579 150

8 Fios e Desafios - Associação de Apoio Integrado à Família

R. Heroísmo, n.º 113 // 4300-258 Porto
+351 225 303 036 **Monday to Friday: 09h00 - 13h00//14h00 - 17h00**

9 Qualificar para Incluir - Associação de Solidariedade Social

R. Santos Pousada, n.º 840 // 4000-481 Porto / R. Manjericos, n.º 42 // 4000-008 Porto
+351 223 255 591 // 220 942 835 **Monday to Friday: 09h30 - 13h00//14h00 - 17h00**

10 Cerporto - Associação para o Desenvolvimento Comunitário do Cerco

R. Pedras Salgadas, n.º 104 Cave Traseiras // 4300-399 Porto // +351 220 176 759
+351 938 539 537 // 932 115 607 **Monday to Friday: 09h00 - 13h00//14h00 - 17h00**

20 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS PROTECTION AND SOCIAL ASSISTANCE



These activities stem from the Framework Law on Administrative Decentralization [Law No. 50/2018](#), which, based on principles such as territorial cohesion, the guarantee of quality of life, and equal access to public services, established the transfer of social action responsibilities from the State to local authorities and inter-municipal bodies.

Other General Services provided by the Municipality that may be of interest, in protecting your rights.

Municipal and Intercultural Mediation Service (SMMI)

The SMMI aims to promote social inclusion and improve the quality of life of migrants and ethnic minorities through training in active citizenship and fostering healthy intercultural coexistence. Its services cover the entire municipality, using both informal and formal mediation processes. The service operates itinerantly in priority areas and permanently at the Gabinete do Município (Citizens' Office). Key services include:

- > In-person consultations
- > Referrals to relevant services
- > Accompaniment and support in accessing services

Praça General Humberto Delgado, n.º 266 // 4000-286 Porto
<https://acaosocial.cm-porto.pt>



Inclusion Desk of the Municipality of Porto

It aims to strengthen the network of specialized care services for people with disabilities or special needs, their family members, and the organizations that work in this field. It also provides an integrated range of resources for accessing information and resolving issues, with the goal of improving quality of life and the full exercise of citizenship.

Praça General Humberto Delgado, n.º 266 // 4000-286 Porto
 +351 225 899 260 // balcaodeinclusao@cm-porto.pt
<https://acaosocial.cm-porto.pt/pessoas-com-deficiencia/gabinete-de-inclusao>



Porto4all

This is a municipal program focused on the professional integration of migrants. It aims to inform and train migrants on various aspects of employability in Portugal, supporting them throughout their process of professional integration in the city of Porto.



See Employment and Entrepreneurship Booklet



Municipal Support Service for the Reuse of School Books

The main objective of this service is to promote the reuse of textbooks, completely free of charge. Requests for textbooks can preferably be submitted by email.



smarle.gm@cm-porto.pt



22 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS PROTECTION AND SOCIAL ASSISTANCE



Porto Vivo – Urban Rehabilitation Society

Porto com Sentido Program

A Program designed to increase the availability of rental housing under the Affordable Rent Regime, intended for families with intermediate incomes. For more information and access conditions, consult the [link](#).



1.º Direito – Housing Access Support Program

A program that provides funding to promote housing solutions for residents of Porto, who are still living in inadequate conditions.



Domus Social

Porto Solidário

Income and bank instalment support program for people or families facing financial difficulties or housing emergencies. For more information and access conditions, see the [link](#).



Social Housing

People holding a Permanent Residence Permit may apply for the allocation of social housing.



See [Socio-Legal Regularization Booklet](#)

For more information and access conditions, see [here](#).



Private Lease Legal Advice

Residents of Porto can have free access to legal advice for private rental issues.



Citizen's Office (Gabinete do Município)



Citizen Portal (Portal do Município)

The Citizen's Office offers online, telephone, and in-person services, designed to meet the needs and expectations of Porto residents as well as all individuals who, for personal or professional reasons, interact with the municipality.

Face-to-face Service

Scheduling +351 220 100 220

Opening Hours Monday to Friday:
from 09h00 to 05h00

Telephone Answering

Contact +351 220 100 220

Opening Hours Monday to Friday:
from 09h00 to 07h00

Praça General Humberto Delgado, n.º 266 // 4000-286 Porto

Before contacting the Citizens' Office:

- > Gather all documents related to the matter you wish to resolve;
- > Have your identification documents ready: passport or other valid ID, residence permit or visa, and taxpayer card.

Find out how to obtain your documents in the

Socio-Legal Regularization Booklet



GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS PROTECTION AND SOCIAL ASSISTANCE



1

.3 COMMUNITY SUPPORT AND SERVICES

The Support Centres for the Integration of Migrants are public services to support the integration of migrants, managed by AIMA. They provide **free services** and provide information on legalization, work, health, education, and social integration.

They can provide different services and support: professional, legal, or psychosocial.

1 AIMA STORE – PORTO

Avenida de França, n.º 316
Edifício Capitólio, Loja 57
4050-276 Porto

<https://aima.gov.pt/pt>

+351 217 115 000

aima.gov.pt/pt/lojas-aima



2 CLAIM Lusófona University

Rua Augusto Rosa, n.º 24
4000-098 Porto

claim@ulusofona.pt

+351 222 073 241

www.ulusofona.pt/claim



3 CLAIM JRS

Rua da Fábrica Social, n.º 17
4000-121 Porto

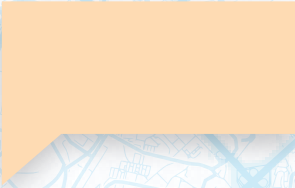
jrs@jrportugal.pt

+351 217 552 790 // 933 480 357

www.jrportugal.pt



PORTO



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3



5



4 AIM Seiva

Rua de Vilar, n.º 130
4050-625 Porto

+351 224 937 818 // 911 009 699

seiva.co.pt/atendimento/atendimento-claim/



s/n, Sala A 215
4200-465 Porto

+351 220 414 502

fe.up.pt/ipoint/claim



6 CLAIM Porto University

Praça de Gomes Teixeira
3º piso – Sala 303
4099-002 Porto

international@reit.up.pt

scheduling in-person appointments:

<https://international.up.pt>



26 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS PROTECTION AND SOCIAL ASSISTANCE

In addition to these official bodies, there are numerous other organisations that provide direct support to immigrants at both the local and national levels. The types of support offered are diverse, addressing a wide range of needs.

Accessing this support can be crucial for smoother adaptation and integration, as well as for ensuring protection against all types of discrimination.

Fundamental rights are guaranteed by current legislation. The support of these organisations should not replace the use of other mechanisms, especially in **situations of particular vulnerability**.



In the city of Porto, there are several organizations that provide support services in various areas to migrants.

The following are provided by way of exemple:



São Cirilo Community Centre

has free support services such as:

	Contacts
> Social Support Office	Rua Barão de Forrester, n.º 968
> Psychology Office	4050-272 Porto
> Employment and Entrepreneurship Office	+351 228 348 460
> Legal Office	geral@saocirilo.pt saocirilo.pt
> Temporary accommodation	Monday to Friday:
> Meals and food parcels	09h00-13h00 // 14h00-17h30
> Training in transferable skills	



JRS – Jesuit Refugee Service

has free support services such as **CLAIM**, with the following focus areas:



- > Psychosocial support (diagnosis and follow-up)
- > Assistance and information for finding housing solutions
- > Legal support **Contacts**
- > Employability support +351 217 552 790
- > Mental health support +351 937 541 620
- > Support for the initial learning of the Portuguese language jrsportugal@jrs.net
jrsportugal.pt

Aga Khan Foundation – Portugal

works in areas such as:



- > Education **Contacts**
- > Civil society +351 217 229 001
- > Economic inclusion akfportugal@akdn.org
- > Social development the.akdn/pt

Asas de Ramalde

Association of Solidarity and Social Action,
with services such as:



- > Nursery **Contacts**
- > Preschool R. Nagasaki, s/n
- > After-school activity centre 4250-323 Ramalde, Porto
- > Day centre for Older Adults +351 226 164 412
- > Home support secretaria@asasderamalde.pt
- > RSI Protocol www.asasderamalde.com

28 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS PROTECTION AND SOCIAL ASSISTANCE

Associação de Ludotecas do Porto

an association that provides services such as:

- > Playroom spaces and educational activities
- > Animation Workshop
- > Anilupa Centre for Animated Image Activities
- > Service Office
- > Community hub

Contacts

R. Alcaide de Faria
4100-034 Porto, Portugal
+351 222 418 349 // 927 597 022
ass.ludo.porto@gmail.com
associacaodeludotecasdoporto.org
Opening Hours: 09h00-13h00



Associação para o Planeamento da Família

(APF - Association for Family Planning)

an organization that promotes sexual and reproductive health and education, and has services of:

- > Sexual and reproductive health education
- > Specialized Multidisciplinary Team of the North (EME TSH North)
- > In-person consultations
- > Advocacy and citizenship engagement
- > Training and support for technicians

APF Norte

Travessa das Liceiras, n.º 14/16
4000-323 Porto
+351 222 085 869
apfnorte@apf.pt **apf.pt**



SOS Racism

a movement against racism, racial discrimination, and xenophobia in Portugal, which offers:

- > Infrastructure to support immigrant populations and ethnic minorities
- > Partnership initiatives with the various human rights, immigrant, and anti-racist associations
- > Support for immigrants claiming their rights

Contacts

porto@sosracismo.pt
sosracismo.pt



Espaço T – Association for Support to Social and Community Integration

provides support for social integration, with community and inclusive activities in Porto.

Contacts

Rua de Vilar, n.º 54
4050–625 Porto
+351 226 081 919 // 225 431 041
espacot@espacot.pt espacot.pt



Santa Casa da Misericórdia do Porto

a solidarity institution with multiple social, health, education, and community support services in Porto.

Contacts

R. Joaquim de Vasconcelos, n.º 79
4050–311 Porto
+351 220 924 422
apoioacliente@scmp.pt scmp.pt



In addition, there are several immigrant associations that aim at mutual support and integration. The following are provided by way of exemple:

Associação Cabo-Verdiana do Norte de Portugal

Rua Formosa, n.º 408, 1º andar
4000–274 Porto
+351 222 011 842
acvnp@yahoo.com

Associação Laços

Angolanos no Porto

Travessa Campo de Paiva, n.º 45
4000–152 Porto
Instagram: [lacos_angolanos_no_porto](https://www.instagram.com/lacos_angolanos_no_porto)

Associação Essalam

Rua do Vilar, n.º 54/ 54A
4050–625 Porto
+351 910 874 747
ssalampt@hotmail.com



30 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS PROTECTION AND SOCIAL ASSISTANCE



Associação Meeru

Pr. Francisco Sá Carneiro, n.º 271
Galerias 1.º Esq. | 4200-314 Porto
+351 916 071 863
abrircaminho@meeru.org

Centro Cultural Islâmico do Porto

Rua do Heroísmo, n.º 223
4300-253 Porto
+351 968 805 005
ccislamicoport@sapo.pt

Código Simbólico - Associação Sociocultural

Rua Motas, n.º 28
4150-520 Porto
+351 939 361 086
codigosimbolico.sociocultural@gmail.com

Comunidade Bangladesh no Porto

Rua do Cativo, n.º 2
4000-160 Porto
+351 222 011 951 // 938 335 825
bangladeshcp2008@yahoo.com

Comunidade Hindu do Porto

Rua 5 de Outubro, n.º 156
loja 23 (C.C. Sirius)
+351 226 000 989
secretariado@comunidadehinduporto.org

Comunidade Israelita do Porto /

Comunidade Judaica do Porto

Rua Guerra Junqueiro, n.º 340
4150-386 Porto
info@comunidade-israelita-porto.org
<http://www.comunidade-israelita-porto.org/>

Igreja Ortodoxa Russa no Porto

R. de Alexandre Herculano, n.º 123
4000-054 Porto
+351 962 267 290
portochurch@gmail.com

Índico - Associação Cívica

Moçambicana

Alameda Dr. Fernando Azeredo Antas
n.º 87 - 6.º F
+351 919 012 246
indico.3@gmail.com

KALINA - Associação

dos Imigrantes de Leste

Rua António Cardoso, n.º 235 - 1.º Esq. Tras.
4150-081 Porto
+351 968 371 999 // 933 349 945
associacao.kalina@gmail.com

L&L Luso Latina - Solidariedade

Social, CRL

Rua Augusto Rosa, n.º 198
4000-098 Porto
+351 917 618 068
geral@huellatina.org

Portuando - Associação

de apoio aos Brasileiros

Praça das Flores, n.º 23 - 1.º andar - sala 50
+351 911 162 383
ass.portuando@gmail.com



CAP. **.2**

Citizenship

.1 FUNDAMENTAL RIGHTS AND LIFE IN PORTUGAL

Living in Portugal is more than residing in a territory: it is being part of a society that recognises human dignity as a fundamental value. The Constitution of the Portuguese Republic guarantees that all people, regardless of their origin or nationality, have the right to respect for human dignity, personal integrity, freedom, and equality.

Rights Guaranteed to all People

The European Union and Portugal ensure a minimum set of fundamental rights for everyone within their territory.

These rights aim to protect human dignity and guarantee basic access to essential services.



32 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS CITIZENSHIP

Right to health

In Portugal, the right to health is a fundamental right recognized by the Constitution and ensured through the National Health Service (SNS). All individuals, whether national or foreign, have the right to access healthcare, although the method of access and the form of payment may vary depending on each person's residency status.

See Health Booklet



Right to basic education

In Portugal, the right to education is universal and is guaranteed by the Constitution of the Portuguese Republic and by the Basic Law of the Education System. This right applies to all individuals, regardless of their nationality, social origin, or the legal status of the parents or guardians. A fundamental principle of the Portuguese education system is that all children and young people have the right to attend school under equal conditions and without discrimination.

See Education Booklet



Children's rights

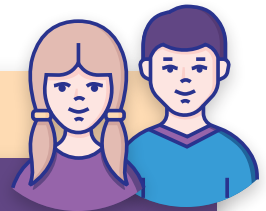
Portugal recognizes children as rights-holders, entitled to special protection from both the State and society. The Law for the Protection of Children and Young People at Risk (Law No. 147/1999) guarantees every child the right to life, health, education, safety, and family life, regardless of the nationality or residency status of their parents.

When a child is a victim of abuse, abandonment, neglect, or any form of violence, the authorities must act immediately. Monitoring and intervention can occur at various levels:

- > In the first line, by the institutions that directly work with children
- > And/or by the Commissions for the Protection of Children and Young People (CPCJ), in coordination with family and juvenile courts, and may apply protection measures such as foster care, family, or institutional referral

The Protection Committees may apply the following promotion and protection measures:

- > Support for parents
- > Support with another family member
- > Placement with a suitable person
- > Support for independent living
- > Family care
- > Residential care



Contacts

National Emergency Line > **112**

SOS-Child Line > **116 111**

Children's Line > **800 20 66 56**



34 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS CITIZENSHIP

Right to life and physical integrity

No one may be subjected to violence, degrading or inhuman treatment. Security forces must act within the limits of the law, and anyone can file a complaint or seek police protection.

Right to protection from violence

All people, regardless of their legal status, have the right to protection from domestic violence, labour exploitation, human trafficking, and discrimination. The police and social support institutions are obliged to provide care and referral to victims.

Useful contacts

- > **Support Line for Victims of Domestic Violence**
((Commission for Citizenship and Gender Equality – CIG):
800 202 148 (24h, free)
SMS Line **3060**
violencia@cig.gov.pt
- > **ALMA | Portuguese Red Cross**
Assistance to migrant victims: **+351 228 330 274**
Avenida de França, n.º 316
Edifício Capitólio, Loja 57
Monday to Friday: 09h00 – 17h00
- > **Victim Support Line of the Portuguese Association for Victim Support (Associação Portuguesa de Apoio à Vítima – APAV)**
116 006
Monday to Friday: 08h00 – 23h00
- > **Emergency**
112
- > **National Social Emergency Line**
144
- > **SOS Racism Line**
800 296 284
- > **CICDR – Commission for Equality and Against Racial Discrimination**
cicdr@acm.gov.pt
- > **SOS Immigrant and Trafficking Line**
808 257 257
- > **Specialized Multidisciplinary Team of the North (EME TSH Norte)**
+351 918 654 101 (available 24/7)
apf.sostshnorte@gmail.com
- > **PSP and GNR**
available 24 hours to receive complaints
queixaselectronicas.mai.gov.pt/PSP



Rights of Legal Residents in Portugal

Those who have a residency permit gain access to a broader set of social, economic, and civil rights. These rights allow them to live fully in the country, to work, to contribute and to participate in community life.

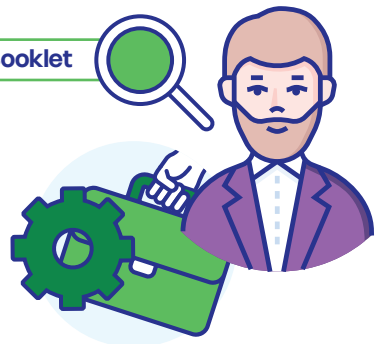
Labour protection

The right to work under a formal contract, to register with Social Security, and to benefit from all the labour rights granted by law.

You can work as an employee (with an employment contract) or as a self-employed person (as a self-employed person or entrepreneur). In both cases, it is essential to keep the registration updated with the Tax and Social Security Authority, as well as to comply with the corresponding tax and contributory obligations.

Foreign workers enjoy the same rights and duties as other citizens.

See Employment and Entrepreneurship Booklet



36 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS CITIZENSHIP

Right to higher education and continuing training

In addition to access to free basic education, legal residents can attend universities, technical courses, and vocational training, as well as apply for scholarships, support programs, and academic competitions under the same conditions as other citizens.

The higher education system in Portugal is open to international students, and many institutions offer integration and study equivalence programs that facilitate the continuation of education and the recognition of qualifications obtained abroad.

See Education Booklet



Right of access to justice

Access to justice is a cornerstone of the rule of law in Portugal. The Constitution of the Portuguese Republic guarantees that all people within the national territory, whether Portuguese or foreign, have the right to appeal to court to protect their rights and legitimate interests.

Article 20 of the Constitution establishes that justice cannot be denied due to lack of financial resources, ensuring that no one is left without protection for economic reasons. To make this principle effective, Portugal provides judicial support, also known as legal aid. This mechanism allows low-income individuals to receive legal assistance and representation by a lawyer, as well as exemptions or reductions in court fees. Its purpose is to ensure that everyone can access justice, regardless of their financial situation.

Legally resident foreigners in Portugal are eligible to apply for this support. Citizens of countries that guarantee equal treatment to Portuguese nationals, in accordance with the principle of reciprocity, can also benefit from it.



Duties of Residents in Portugal

Immigrants have duties equivalent to those of Portuguese nationals, except in restricted public functions, sovereignty, and defense.

The main duties to be observed are:

- › To respect the Constitution of the Portuguese Republic and comply with the country's laws, namely criminal, administrative, civil legislation, and any other regulations in force.
- › To keep their regularization process up to date with AIMA (visa, residence permit, address, family status), to monitor and ensure compliance with the legal deadlines for submitting the required documentation, and to ensure its legality and validity.



See Socio-Legal Regularization Booklet

- › To comply with tax and social security obligations, namely the payment of taxes and contributions to Social Security.

**See Employees' Duties in the
Employment and Entrepreneurship Booklet**



- > To comply with current labor regulations, that is, to honor contracts, working hours, workplace safety rules, among others

See Employees' Duties in the

Employment and Entrepreneurship Booklet



- > To respect the duties of users of the National Health Service and comply with public health rules such as mandatory vaccination, where applicable, and other required health regulations

See Rights and Duties of SNS Users in the

Health Booklet



CAP. **.3**

Living in the City of Porto

Porto is the second-largest city in Portugal, with a population of around 250,000. Originally a Celtic settlement, it was later called Portus Cale during Roman times – a designation that gave rise to the name Portugal.

The city is meant to be experienced in its entirety, through its arts and culture, gastronomy, and leisure. Porto remains a safe haven with a welcoming spirit and a unique identity – from the banks of the Douro River, where the city's bustle contrasts with the solidity of its granite monuments, to the Atlantic Ocean, which shaped its past, nourishes its present, and symbolizes its future.



Learn more about the history of the city

www.cm-porto.pt/historia-da-cidade



Find out what's happening in Porto

<https://cultura.cm-porto.pt/festivais-e-programas>



Stay up to date with the city's news

<https://www.porto.pt/pt>



Find out how to move around the city

knowing the public transport at your disposal
mobilidade.cm-porto.pt/transportes-publicos/plano-de-viagem



Learn more about religious diversity

https://acaosocial.cm-porto.pt/migrantes-e-minorias-etnicas/carta-das-religioes-do-porto_1



National and Municipal Holidays

JANUARY

01 New Year



In Portugal, there are movable public holidays, commemorative dates that do not always take place on the same calendar day. Movable holidays include **Good Friday, Easter, and Corpus Christi.**

Carnival Day is not considered a mandatory public holiday in Portugal and is also movable. However, some companies, schools, and public bodies usually grant time off to workers on Carnival.



APRIL

25 Freedom Day

MAY

01 Labour Day

JUNE

10 Day of Camões, Portugal and the Portuguese Communities

24 St. John's Day



Freedom Day is marked on April 25th and celebrates the Carnation Revolution, which put an end to the Estado Novo dictatorship in Portugal.



AUGUST

15 Assumption of the Virgin Mary

São João do Porto is the most popular festival in the city of Porto, celebrated on the night of June 23rd to the 24th. It is a celebration of pagan origins, marking the summer solstice. The festival is named after Saint John the Baptist, patron saint of the city.

OCTOBER

05 Implantation of the Republic

NOVEMBER

01 All Saints' Day

DECEMBER

01 Restoration of Independence

08 Day of the Immaculate Conception

25 Christmas





Contacts

Some contacts that may be useful.

AIMA – Agency for Integration, Migration and Asylum

<https://aima.gov.pt>

+351 218 106 191 (monday to friday,
service in several languages)

AIMA Store – Porto

<https://aima.gov.pt/pt>

<https://aima.gov.pt/pt/lojas-aima>

+351 217 115 000

APF – Association for Family Planning

Travessa das Liceiras, n.º 14/16

4000–323 Porto

+351 222 085 869

apfnorte@apf.pt

<https://apf.pt/quem-somos/delegacoes/apf-norte/>

Associação Cabo-Verdiana do Norte de Portugal

Rua Formosa, n.º 408, 1º andar

+351 222 011 842

acvnp@yahoo.com

Associação Comunidade do Bangladesh no Porto

Rua do Cativo, n.º 2

4000–160 Porto

+351 222 011 951 // 938 335 825

bangladeshcp2008@yahoo.com

Associação Essalam

Rua do vilar, n.º 54/ 54A – Porto

+351 910 874 747

essalampt@hotmail.com

Associação Laços Angolanos no Porto

Travessa Campo de Paiva, n.º 45

4000–152 Porto

Instagram:

[lacos_angolanos_no_porto](https://www.instagram.com/lacos_angolanos_no_porto)

Associação Ludotecas do Porto

Rua Alcaide de Faria

4100–034 Porto, Portugal

+351 222 418 349 // 927 597 022

Opening Hours: 9h00 – 13h00

ass.ludo.porto@gmail.com

<http://www.associacaodeludotecasdoporto.org/>

Associação Meeru

Pr. Francisco Sá Carneiro, n.º 271

Galerias 1º Esq. // 4200–314 Porto

+351 916 071 863

abrircaminho@meeru.org



44 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS

CONTACTS

Asas de Ramalde

Rua de Nagasaki, s/n
4250-323 Ramalde, Porto
+351 226 164 412
secretaria@asasderamalde.pt
<https://www.asasderamalde.com/>

Balcão da Inclusão (Inclusion Desk)

Praça General Humberto Delgado, n.º 266
4000-286 Porto
+351 225 899 260
balcaodeinclusao@cm-porto.pt
<https://acaosocial.cm-porto.pt/pessoas-com-deficiencia/gabinete-de-inclusao>

Centro Cultural Islâmico do Porto

Rua do Heroísmo, n.º 223
4300-253 Porto
+351 968 805 005
ccislamicoporto@sapo.pt

Children's Line

800 20 66 56

CLAIM – Local Support Centres for the Integration of Migrants

CLAIM FEUP
<https://fe.up.pt/ipoint/claim>
+351 220 414 502
ipoint@fe.up.pt

CLAIM JRS
<https://www.jrsportugal.pt>
+351 217 552 790 // 933 480 357
jrs@jrsportugal.pt

CLAIM Lusófona University
<https://www.ulusofona.pt/claim>
+351 222 073 241

CLAIM Porto University
https://international.up.pt/web/en_degrees.html
international@reit.up.pt

**Scheduling in-person
appointments:**
<https://international.up.pt>

CLAIM Seiva
<https://seiva.co.pt/atendimento/atendimento-claim/>
+351 224 937 818 // 911 009 699

Código Simbólico – Associação Sociocultural

Rua Motas, n.º 28
4150-520 – Porto
+351 939 361 08
codigosimbolico.sociocultural@gmail.com

Commission for Equality in Labour and Employment

+351 215 954 000

Green Line for legal assistance by phone:

+351 800 204 684
geral@cite.pt

<https://cite.gov.pt/web/pt>

Comunidade Hindu do Porto

Rua de 5 de Outubro, n.º 156
loja 23 (C.C. Sirius)
secretariado@comunidadehinduporto.org

**Comunidade Israelita do Porto /
Comunidade Judaica do Porto**

Rua Guerra Junqueiro, n.º 340
4150-386 Porto
info@comunidade-israelita-porto.org

**Espaço T – Association for Support
to Social and Community Integration**

Rua de Vilar, n.º 54
4050-625 Porto, Portugal
+351 226 081 919 // 225 431 041
espacot@espacot.pt
<https://www.espacot.pt/>

Fundação Aga Khan – Portugal

+351 217 229 001
akfportugal@akdn.org
<https://the.akdn/pt/recurso-e-media/recursos/publica%C3%A7%C3%A3o/funda%C3%A7%C3%A3o-aga-khan-portugal>

**Gabinete do Município (Citizen's Office)
(Porto City Council)**

Praça General Humberto Delgado,
n.º 266, 4000-286 Porto
+351 220 100 220

Opening Hours – Monday to Friday:

Face-to-face: 9h00 – 17h00
Phone: 9h00 – 19h00

Igreja Ortodoxa Russa no Porto

R. de Alexandre Herculano, n.º 123
4000-054 Porto
+351 962 267 290
portochurch@gmail.com

**Índico – Associação Cívica
Moçambicana**

Alameda Dr. Fernando Azeredo
Antas, n.º 87 – 6.º F
+351 919 012 246
indico.3@gmail.com

JRS – Jesuit Refugee Service

+351 217 552 790 // 937 541 620
jrsportugal@jrs.net
<https://www.jrsportugal.pt>

**KALINA – Associação dos
Imigrantes de Leste**

Rua de Cervantes, n.º 428
4000-284 Porto
+351 968 371 999 // 933 349 945
associacao.kalina@gmail.com

**L&L Luso Latina – Solidariedade
Social, CRL**

Rua Augusto Rosa, n.º 198
4000-098 Porto
+351 917 618 068
geral@huellatina.org

Local Volunteer Network

+351 225 899 260
rlvoluntariado@cm-porto.pt

CONTACTS

Municipal Customer Support Service

Praça General Humberto Delgado,
n.º 266, 4000-286 Porto
+351 220 100 220
gm.smac@cm-porto.pt

Opening Hours:

(in-person by appointment):
Monday to Friday: 9h00 – 17h00

Municipal Service for Support of School Book Reuse

+351 220 100 220

Opening Hours:

Monday to Friday: 9h00 – 19h00

National Emergency Line

112

Portuando – Associação de Apoio aos Brasileiros

Praça das Flores, n.º 23
1.º Andar – Sala 50
+351 911 162 383
ass.portuando@gmail.com

Santa Casa da Misericórdia do Porto

Rua de Joaquim de Vasconcelos,
n.º 79, 4050-311 Porto, Portugal
+351 220 924 422
apoioaocliente@scmp.pt
<http://www.scmp.pt/>

São Cirilo Community Center

Rua Barão de Forrester, n.º 968
4050-272 Porto
+351 228 348 460
geral@saocirilo.pt

Monday to Friday:

9h00 – 13h00 and 14h00 – 17h30

Social Security Direct

<https://www.seg-social.pt/>

SOS-Child Line

116 111

SOS Racism

porto@sosracismo.pt
<http://www.sosracismo.pt/>

Specialized Multidisciplinary Team (EME TSH North)

+351 918 654 101 (24h/day)
apf.sostshnorte@gmail.com



Glossary

Agency for Integration, Migration and Asylum (AIMA) – A public entity responsible for immigration processes, residence permits, and the integration of migrants. AIMA replaces the former SEF – Foreigners and Borders Service.

Allowance – A financial benefit provided by the State to individuals or families. This may include general social cash support, such as family allowance to cover household expenses, or additional payments to cover specific work-related risks or costs.

Citizen's Office – A service of the Porto City Council where residents can obtain information, resolve issues, and access municipal services.

Commission for the Protection of Children and Young People (CPCJ) – An entity tasked with protecting children and young people at risk, including cases of violence, neglect, or abandonment.

Informal Caregiver – A person who provides care to a dependent family member or friend (elderly, ill, or disabled) without receiving payment.

Integrated Social Care and Monitoring Service (SAASI) – A team or service providing social support to individuals and families in situations of vulnerability, social exclusion, or emergency. Its objectives are to provide information and advice, referrals to suitable social responses, and to strengthen their autonomy.

Judicial Support – Legal aid that guarantees access to justice for those who cannot afford legal costs. This support may cover court fees or provide free legal services.

48 GUIDE TO SUPPORT THE INTEGRATION OF MIGRANTS

GLOSSARY

Local Support Centre for the Integration of Migrants (CLAIM) – Local offices, such as CLAIM Porto, that assist migrants with documentation, employment, training, and social integration.

Municipal Company – A company created by a city council to manage public services, such as water, housing, or culture.

Municipal Intercultural Mediation Service (SMMI) – A service that facilitates communication and understanding between people from different cultural backgrounds and public institutions.

National Health Service (SNS) – Portugal's public healthcare system providing access to medical consultations, emergency care, diagnostic tests, and treatments.

Pension – A monthly payment from the State to individuals who have stopped working due to retirement, disability, or widowhood.

Private Institution of Social Solidarity (IPSS) – A private, non-profit organization that provides social support services, such as nursing homes, childcare centres, or food assistance.

Social Action – A set of services designed to assist individuals and families experiencing economic, social, or psychological difficulties.

Social Benefit – State-provided financial support to assist individuals and families in need.

Social Integration Income (RSI) – Support for individuals and families living in extreme poverty, including guidance on social and professional integration and a monthly cash payment to help cover basic needs.

Social Security – A public institution that provides social protection in cases of unemployment, illness, parenthood, disability, and pensions.

Subsidy/Benefit – Financial support provided by the State for specific situations, such as unemployment, illness, or maternity.

Porto.

Porto City Council

Praça General Humberto Delgado
4049 – 001 Porto

geral@cm-porto.pt

www.cm-porto.pt

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