

WELCOMING AND INTEGRATING
Three years at the service of immigrants



Activity Report
Of the High Commission for Immigration and Ethnic Minorities
(2002/2005)



acime

Alto Comissariado para a Imigração e Minorias Étnicas



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Opening Note

When after much reflection, around two and a half years ago in July 2002, I decided to accept the post of High Commissioner for Immigration and Ethnic Minorities, a challenge presented to me by the then Minister Nuno Morais Sarmiento, I immediately had the thought that the first thing to do was to get to know the reality, reflect seriously, and, at the same time, act upon it. However, given the size of the challenge – almost 500,000 immigrants, originating from so many corners and cultures, in so many different situations, I was under no illusions that it would be a task that would largely exceed my capacity...

We managed to triple the budget – in these lean times – decentralise between Porto and Lisbon, create the post of Assistant High Commissioner to be beside the High Commissioner and ensure both a health autonomy as well as the freedom to build a team, where there had previously just existed the legal figure of the High Commissioner (and not the High Commission) without his/her own staff.

Given all the “technical/legal”, financial and above all human resources, it was possible to look reality directly in the face and create, imagine, programme and carry out – in a word, dive heart and soul into reality, trying to respond to the great human challenge of receiving and integrating...

I cannot let this opportunity pass by without explicitly giving heartfelt thanks for the admirable work of our “working team” and our regular co-workers. From the incomparable role of Rui Marques, Deputy High Commissioner, to my office in Porto, and the teams located in Lisbon and Porto, all, without exception, were truly admirable. Individually chosen, on the basis of their qualities and previous experience, and chosen without any religious, ideological or party political concerns, they have exceeded themselves in the dedication they have brought to innumerable initiatives and tasks throughout this period, not to mention their availability, competence in tasks collectively undertaken.

From the bottom of my heart, I sincerely express my congratulations and my thanks.

And just what did we do? I will neither repeat nor underscore anything. Read the Report... They are not dreams, promises, desires, but initiatives, facts, contacts, events which happened... in such abundance as to appear almost excessive...

Could we have done better? Of course, given that perfection is a destination seldom reached... Objectively, however, I believe that the quality achieved was frankly of a higher order. And in making this judgement I am not in any way praising myself, but rather expressing approval of the extraordinary talent which the whole “extended team” possesses and the “political” and human support we received: from immigrants, associations, the various commissions, groups and political organisations which enthusiastically supported us throughout the “fights” which we had to tackle and the resistance which we encountered...

Can we do better? Of course. And here we are trying, learning from the criticism, weaknesses and advice we have received. And certainly, at the right time, others will come along to embrace this noble cause and carry it further down the road towards justice, dignity and full citizenship.

“I was an immigrant and you hosted me”.

Father António Vaz Pinto, s.j.
High Commissioner for Immigration and Ethnic Minorities



Chapter I



Chapter I

Starting Point: The main ideas

Portugal has in recent years become not only a country of Emigration – which it continues to be – but also a host country for Immigration. For each ten Portuguese emigrants scattered throughout the World, we have one immigrant amongst ourselves. This framework establishes the need for a coherent policy with regard to migrations, with the Portuguese Government arguing for the same principles of receiving and integrating immigrants, compared with the rights which they demand for their own emigrants in third party States.

Immigration currently accounts for around 4% of the population resident on national soil and approximately 8% of the active population, and has undergone a highly accelerated growth in recent years, notwithstanding the reduction in this rhythm in the previous year. This pertinent alteration has brought with it new challenges, for which Portuguese society was not prepared. Both at the level of the management of migratory fluxes, through control of the entry, stay and departure of foreigners from national territory, and above all, from the level of welcoming and integration, it has been necessary to find new answers, inspired on a humanistic vision of an intercultural society, historically open to the world.

The 15th Constitutional Government has written into its political priorities the principle of “toughness on entry and generosity on welcoming” for immigrants in Portugal. It has fallen to ACIME in these two years, to fight for the generosity on welcoming, affirming a policy of integration with a human face. In order to achieve this, it has been necessary to reshape the legal framework, update the main lines of action and resize the available budget.

1.1. Legal framework of ACIME

One of the key components of the receiving and integrating policy for immigrants which the 15th Constitutional Government wished to implement concerned a major reformulation of the role of the High Commissioner for Immigration and Ethnic Minorities.

Established in 1996 through the passing of Decree-Law No. 3-A/96 of 26th January, the post of High Commissioner for Immigration and Ethnic Minorities operated until 2002 with the support of a small Office and an annual budget of around 850,000 Euros. Despite recognising the efforts made by the team headed by Dr. José Leitão, the High Commissioner between 1996 and 2002, the 15th Government felt that this response was insufficient, given the challenges laid down by the reception and integration of immigrants and ethnic minorities.

In November 2002 the High Commission for Immigration and Ethnic Minorities (Alto Comissariado para a Imigração e Minorias Étnicas)- ACIME - was established through DL 251/2002, of 22nd November, which transported a single holder post into an interdepartmental support and consultative body for the Government regarding matters of immigration and ethnic minorities. Its mission statement was “to promote the integration of immigrants and ethnic minorities into Portuguese society, assure the participation and cooperation of representative immigrant associations, social partners and welfare bodies in the defining the policies of social insertion and the fight against exclusion, as well as following the application of legal instruments to prevent and outlaw discrimination while exercising one’s rights on the basis of race, colour, nationality or ethnic origin.”¹

¹ Art. 1, no. 2, DL 251/2002



Within this framework, the Advisory Council for Immigration Affairs (COCAI) and the Commission for Equality and Against Racial Discrimination (CICDR) were integrated into ACIME and the post of the Deputy High Commissioner was established, in addition to that of the existing High Commissioner.

The bill also foresaw further means input at the level of Human Resources through a technical support team², as well as project teams to carry out the functions of the High Commissioner team³.

These alterations, accompanied by a significant budgetary reinforcement (cf. P.13) created the conditions necessary to carry out a true welcoming and integrative policy for immigrants.

The legal framework of ACIME was modified later on, through Decree-Law No. 27/2005, of 4th February, which defined it as a “co-ordination service of an interministerial nature” (art. 1, no. 1) and this also integrated the Immigrant Support Centres (the National Centre for Immigrant Support and the Local Immigrant Support Centres) which were set up as separate bodies to receive, provide information and deal with enquiries from immigrant citizens (no. 1, art. 4 –A).

The legal framework has evolved in this way since DL 3 A/96, of 26th January, until DL 27/2005, of 4th February, and shows the institutional consolidation which the body has undergone, and which currently gives it the power to intervene and an institutional weight which is incomparable with the initial one. It is important to continue on the path of consolidation, namely through legal measures for the establishment of a core structure for CNAI (cf. ref. No. 4, art. 4 A, of DL 27/2005).

1.2 Main lines of action

Main lines of action have been laid out with regard to the Reception and Integration of Immigrants, amongst which ACIME has, within the framework of a “State of Law with a human face” proposed the following priorities:

- To assure the real exercise of equality of the rights and duties of foreign citizens in Portugal, as laid out in the Constitution and Legislation relating to Foreigners.
- To fight all forms of ethnic or racial discrimination or any other expression of xenophobia, particularly in the areas of work, health, education and citizenship.
- To reinforce information systems and support – whether paper, telephone or electronic and personal reception – to immigrants in order to facilitate their reception and integration in Portugal. To promote their settlement throughout national territory, with particular incidence of areas with a greater presence of immigrants.
- To create friendly interfaces as well as an integrated solution between Immigrants and the Central Administration, through the National Immigrant Support Centres.
- To deepen knowledge of the realities of Immigration, through studies carried out by the Immigration Observatory, in order to provide support for the design, realisation and evaluation of public policies in this field.
- To support and stimulate the immigrant association network, as well as national associations which work with immigrants, and stimulate their participation in the definition and carrying out of immigration policies and enabling the development of initiatives which favour the integration of immigrants within Portuguese society.

² Art. 8 , no. 1, DL 251/2002 - ³ Art. 8 , no. 2, DL 251/2002



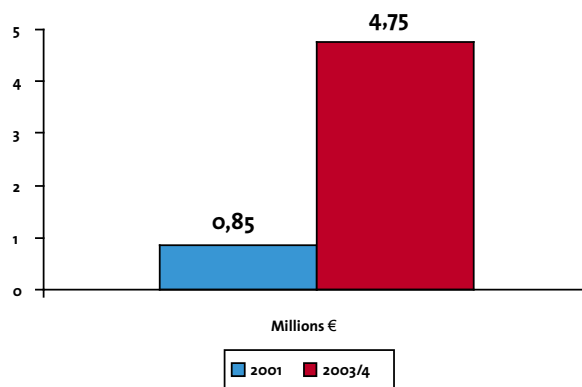
- To speed up the mechanisms used for the recognition of immigrant qualifications and competencies, in such a way as to help their complete and suitable professional placement and to enable the host society to take benefit from their human capital.
- To help families come together and reunite in such a way as to guarantee the exercise of the right to live within a family and to facilitate the psychological and emotional stability of immigrants, so as to create a more harmonious social integration.
- To promote the teaching of Portuguese Language and Culture to immigrants, particularly those who do not have a lusophone background, in order to facilitate their integration.
- To raise public opinion to tolerance and diversity as fundamental civilising values of Portuguese society, through events in social, cultural artistic and sporting areas.
- To galvanise the mass media into making a contribution towards integration and fighting the stigmatisation of immigrants and those from ethnic minorities, particularly through the Journalism for Tolerance Prize.

1.3 ACIME Budget

Political priorities can provide a test of coherence and consistency for their corresponding budgetary effects. This has been the case with the policy of welcoming and integrating immigrants.

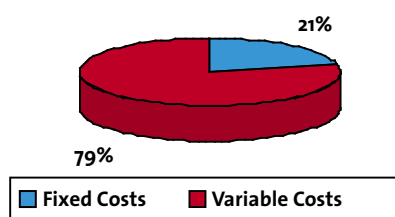
Until 2002, the budget for the High Commissioner’s Office was around 850,000 Euros per year. This budgetary level was raised in the budgets of 2003 and 2004 to around 4,750,000 Euros per year, which represented a growth of 559% in relation to the previous position. This growth is even more significant when the fact that this budgetary consolidation occurred during a period in which public expenditure was being severely constrained is taken into account. The Ministry of Social Security and Labour contributed significantly to this change, through the Institute of Employment and Professional Training (Instituto de Emprego e Formação Profissional), with an annual budget transfer of 3,750,000 Euros to the ACIME budget, to which can be added 1,000,000 Euros originating from General Duties from the State.

Budget Development 2001/ 2004



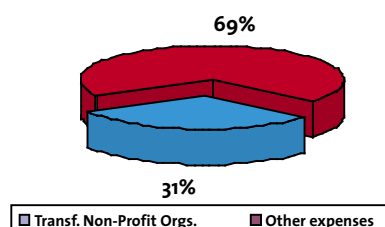
As a total amount, the Budget for ACIME corresponds to 1.2 % of the annual Social Security contribution made by immigrants⁴.

⁴ Corresponding to receivable income by immigrants to Social Security of 397 M€ in 2002



Taking the 2004 Budget as a reference, absolute priority was given to a budgetary format which would give first place to variable running costs for Activities (79% of the total Budget, corresponding to 3.75 M €) rather than fixed Structuring costs which only account for 21% of the Budget (around 1 M €).

Personnel costs, in any circumstances, are affected by central costs or variable costs, and corresponded to 23% of the total costs (around 1.1 M €).



It is worth emphasising the fundamental decision to opt for tight cooperation with Civil Society through the Immigrant Associations, NGO, IPSS and other non-profitable agencies working with immigrants. This principle is reflected in account 04.07.01 Non-Profit Organisations which represents 31% of the Total Budget (around 1.5 M €).

From another perspective it can be seen that, within the framework of its Plan of Activities (corresponding to 79% of total expenses) ACIME has established priorities which have resulted in corresponding budgetary planning.

- 29%, corresponding to 1.4 M €, of the budgetary means which are available have been earmarked for creating and maintaining friendly interfaces and an integrated reply to the Reception and Integration of Immigrants. The National Immigrant Support Centres should also be emphasised, in which the public entities which deal with the area of Immigration are present as well as the support offices which seek to:

1. Speed up the mechanisms concerned with the recognition of qualifications and competencies of immigrants, in order to facilitate their full and correct professional placement and to enable the host society to benefit from their human capita.
2. To facilitate family regrouping and reunion, in such a way as to make sure that the right to live in a family is realised and to facility the psychological and emotional stability of immigrants, in such a way as to make their social integration more harmonious.
3. Support access to the legal system of the more disadvantaged immigrants.

- 16%, corresponding to 0.8 M €, of the budgetary means which are available have been earmarked to raising public awareness of tolerance and diversity as being core civilisation values of Portuguese society, through activities carried out within the social, cultural, artistic and sporting domains. There is also the attempt to raise awareness within the mass media in order to make a contribution towards integration and to fight the stigmatisation of immigrants and ethnic minorities, particularly through the Journalism for Tolerance Prize.

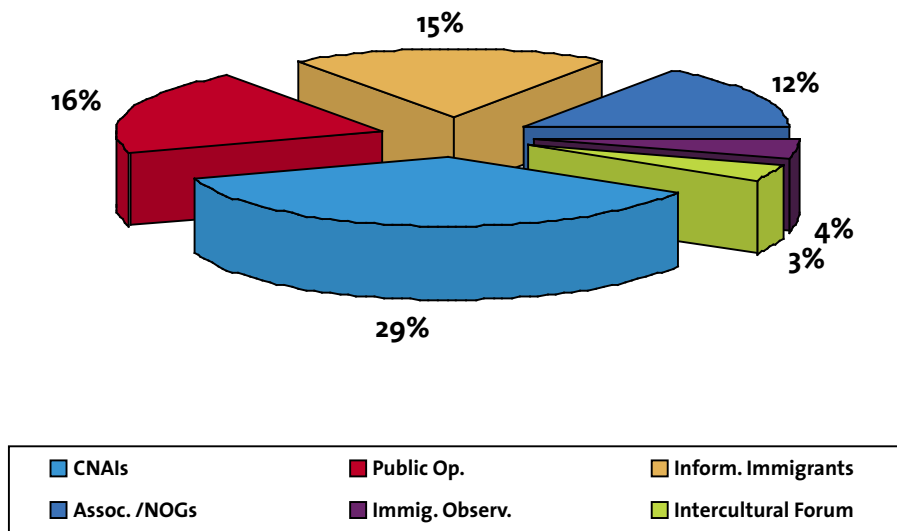


- 15%, corresponding to 0.7 M €, of the budgetary means which are available have been earmarked for reinforcing information systems and support – whether through paper, telephone, electronically, or personal service - provided to immigrants, in order to facilitate their reception and integration in Portugal. Promote their spread throughout Portugal, with particular emphasis given to areas that have a greater number of immigrants.

- 12%, corresponding to 0.6 M €, of the budgetary means which are available have been earmarked for the network of immigrant associations, as well as national organisations which work with immigrants, and to promote their participation in specifying and carrying out immigration policies and enabling the development of initiatives which favour the integration of immigrants within Portuguese society.

- 4%, corresponding to 0.2 M €, of the budgetary means which are available have been earmarked for enabling increased knowledge of the realities of immigration, through studies carried out by the Immigration Observatory, in such a way as to support the design, implementation and evaluation of public policies in this area.

- 3%, corresponding to 0.14 M €, of the budgetary means which are available have been earmarked for promoting interculturality, namely in the fields of education and training.



1.4. Team

The High Commission is currently made up of a team of 33 people, divided between ACIME Porto and ACIME Lisbon as follows:

High Commissioner for Immigration and Ethnic Minorities - P. António Vaz Pinto sj
Assistant High Commissioner for Immigration and Ethnic Minorities – Rui Marques

High Commissioner’s Office
 Head of Staff - Madalena Castelo Branco
 Assistant – João Figueiredo
 Secretary - Patrícia Nunes



Assistant

Director CNAI Lisbon – Francisca Assis Teixeira
 Financial Administration Coordinator – Luís Pascoal
 Assistant Financial Administration Coordinator – Cidália Santos
 ICT Systems Coordinator – Jorge Alves
 Communications Coordinator – Miguel Alves
 SOS Immigrant Help Line - Maria Inês Ramirez
 Coordinator for the Office for Immigrant Legal Support - Vera Sampaio
 Coordinator for the Office for Technical Support for the Office for Immigrant Associations Support (GATAI) – Bernardo Sousa
 Assistant Coordinator for GATAI – Euclides dos Santos

Secretarial Services

- Elisa Luís
- Paola Encarnação

Seconded staff from the Ministry of Education (Entreculturas Team)

Coordinator of the Area of Education and Training – Isabel Ferreira Martins
 Education and Training Team

- Adelina Gouveia
- Filomena Cassis
- Isabel Cochito
- Isabel Paes
- Jonhson Marques
- Laura Godinho

Coordinator for the Office for Support for Family Regrouping Camila Cardoso Ferreira
 Coordinator of Publications: Maria Helena Torres
 Secretarial Services Ana Cristina Jesus.

Services rendered or fixed term staff

Director CNAI Porto – José Nuno Guimarães
 Coordinator for GATAI North - Maria José Lino
 Site Management: Marta Mendes
 GATAI:

- Vítor Santos
- André Jorge

Drivers

- J. Rocha
- J. Agostinho
- A. Rosa

1.5. ACIME and the “Immigration Law”

The 15th Constitutional Government decided to carry out important changes to the legal framework regarding the entry, stay, departure and expulsion of foreigners, under the responsibility of the Ministry of Internal Administration as enacted in DL 34/2003, of 25th February and its regulation as laid down in DR 6/2004, of 26th April. After being nominated, the High Commissioner established contacts, with a view to carrying out further improvements in the Decree Law, and calling attention to its limitations and



the errors contained within it. On 16th October 2002 he presented his case to the Ministry of Internal Administration.

This referential position on the part of ACIME has been added to throughout his mandate, in strict cooperation with COCAI (See chapter V) and some of the proposals have been taken up. Others have yet to receive an answer.

Out of some of the more positive aspects which have been taken up we should point out:

1. Art. 71 of DR 34/2004 which has permitted the regularisation of irregular immigrants who entered Portugal in the correct way before the 12 March 2003, and who have been paying social security contributions or who have had a stable employment situation. 53,000 people subsequently enrolled in the pre-registration.
2. The protection afforded to children who are descendants of immigrants in an irregular situation with regard to health and education, through DL 67/2004.
3. Foregoing the need for a residence visa for children born in Portugal prior to March 2003, and their descendants, provided they have not been absent from the country (art. 70), which allows these families in an irregular situation to regularise it.
4. Confirmation of the possibility of family reunion to those who have authorisation to stay in Portugal through a temporary stay visa, and their access to work beyond the restrictions determined annually (No. 5 of Art. 36 was altered to take out the phrase "... holding a document issued by IEFP stating conformity with the report envisaged in article 36 of Decree Law No. 244/98, of 8th August").

1.6. ACIME and the Ombudsman's Office

ACIME has sought to unite its efforts with those carried out by the Ombudsman concerning immigrants, cooperating closely to resolve some of the unjust situations which have affected or still affect immigrants in Portugal. Out of these we would highlight the following positions of the Ombudsman:

1. Defending the compulsory right to allow enrolment in Job Centres to permission to stay holders who become unemployed and whose permission to stay document is held up due to delays in being attended by the SEF service. This enrolment is compulsory in order to have access to Unemployment Benefit and for the renewal of the residence visa.
2. Affirmation of the illegal nature by which Parish Councils refuse to accept statements of residence by immigrants.

ACIME has also made the Ombudsman's Office aware of the unacceptable situation on the part of the Social Security regarding the refusal to accept family contributions by legal immigrants, holders of residency authorisations and normal contributors to Social Security.



Chapter 2



Chapter 2

Information, guaranteeing rights and responsibilities.

The development of an information network aimed at various target publics (institutions and national and immigrant citizens) has been established as a priority so as to make available, in a number of languages and forms, useful and practical information which provides answers to the main questions which are raised in the field of immigration.

2.1. Information Newsletter

With the restyling of the Information Newsletter and the first issue in the new form being published in October 2002, there was a desire, achieved through critical reflection, to widen the range of information produced within the organisation and in response to the competences given by the 15th Government to the High Commission for Immigration and Ethnic Minorities.



With the alterations which can be seen, the Information Newsletter has sought to reinforce its informational role alongside other actors, highlighting on the one hand the qualitative objectivity of its information and nurturing within the space it offers, on the other, the opportunity to state opinions and enable reflection in a wide variety of subjects.

The Newsletter provides information about what is happening in Portugal on a monthly basis with regard to immigration. With both formative and informative facets, it has made a relevant contribution to providing knowledge about the problematic situation which concerns immigrants who have chosen Portugal as a host country. Produced in a 16 page format, and coordinated by Miguel Alves, and with graphic design by Jorge Vidente and editorial support from João Van Zeller,, its 25 issues have provided a direct information channel for 5,000 subscribers, amongst whom are members of the Public Administration services, Immigrant Associations, Local Authorities, Journalists and Academics.



These have been the front pages of its 25 issues.



BI n°1 - October 2002



BI n°2 - November 2002



BI n°3 - December 2002



BI n°4 - January 2003



BI n°5 - February 2003



BI n°6 - March/April 2003



BI n°7 - May 2003



BI n°8 - June 2003



BI n°9 - July/August 2003



BI n°10 - September 2003



BI n°11 - October 2003



BI n°12 - November 2003



BI nº13 - December 2003



BI nº14 - January 2004



BI nº15 - February 2004



BI nº16 - March 2004



BI nº17 - April 2004



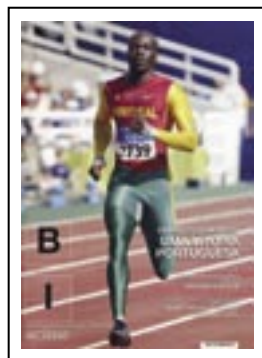
BI nº18 - May 2004



BI n°19 - June 2004



BI n°20 - July/August 2004



BI n°21 - September 2004



BI n°22 - October 2004



BI n°23 - November 2004



BI n°24 - December 2004



BI n°25 - January 2005



2.2. Information Guides

Having considered the need to make practical and useful information available, in a FAQ (frequently asked questions) format, to respond to the questions posed by immigrants, the following information guides were produced in Portuguese, English and Russian, on the following themes:

- The Legal Framework of Immigration in Portugal (160,000 copies).
- Access to Health (160,000 copies)
- Access to Education for the Children of Immigrants (110,000 copies)
- Family Reunion (90,000 copies)
- Voluntary Return (25,000 copies)
- Legal Means to Combat Racism (67,500 copies)
- Portuguese Nationality (67,500 copies)
- Access to Social Security (underway) (67,500 copies)
- Services provided by ACIME to Immigrants (160,000 copies)



These Information Guides have been distributed to the public through the ACIME network (CNAIs and CLAIAs) and through other Public Services, Local Authorities, Immigrant Associations and NGOs.

2.3. SOS Immigrant Help Line

Linha
SOS Imigrante



☎ 808 257 257

Opened on 13 March 2003, the SOS Immigrant Help Line (808.257.257) is a telephone answering service operating out of the CNAI offices in Lisbon. This telephone line was established with the aim of providing immigrants and their respective associations, as well as companies and branches of public administration, with a telephone answering service capable of providing general information concerning the issues of immigration.



In this way, the main aims of SOS Immigrant have been to:

- Provide comprehensive information in the area of immigration down the telephone line.
- Immediately answer the most frequently asked questions.
- Provide answers at a later time to more complex questions which are not possible to answer in the moment due to the complexity of the question.
- Always redirect any questions which are not covered by the scope of the SOS Line.
- Counsel and detect cases in which there is a serious situation.
- Help to ensure true effective equality of rights and duties with regard to access to work, accommodation, health and education.
- Receive and Integrate immigrants in an evermore humane manner.

Its is essentially:

- A project which involves immigrants themselves in an active role, through their associations, within a perspective of close cooperation.
- An innovative platform for State/Civil Society relations, within a spirit of service to the common good.
- A point of convergence between the different institutions involved in Immigration as a receiver and transmitter of all updated information.

In this context, and to provide answers to questions placed by users, there is a team responsible for the operating the Line, made up of eight members: six operators (socio-cultural mediators), a supervisor and a coordinator from the ACIME team. Its operation results from a cooperation Protocol established with immigrant associations: the Casa do Brasil, the Cape Verdean Association and the Immigrant Solidarity Association, who have provided six socio-cultural mediators for the project from immigrant communities, a factor which has generated close proximity to the users.

The calls are answered from Monday to Friday, in two shifts, from 8.30 to 20.30, and a single shift on Saturday from 08.00 to 14.30. Supported by a blue line (linha Azul) the costs of the call correspond to those of a local call throughout the country, when the call comes from a landline phone. Using mobile phone networks, it is necessary to call 21 8106191 and in this case the total cost of the call is borne by the user.

Given that it is important to speak the mother tongue of the immigrant not only to clearly transmit information but also to calm people, those who use the service can choose to be spoken to in the following languages: Portuguese, English, Russian, Creole and French.

In order to ensure that the proposed aims of the service are being correctly carried out, the necessary means for the evaluation of the quality of the service provided and the uptodateness of the information, and reduction in waiting times, have been put in place.

In addition to the assiduity, punctuality and spirit of teamwork and cohesion characteristic of all the members of the team, and that their legal knowledge is very important, it has always been a prerequisite that the team possessed good communication skills and that this be reflected in a greater concern for the quality of the service provided.

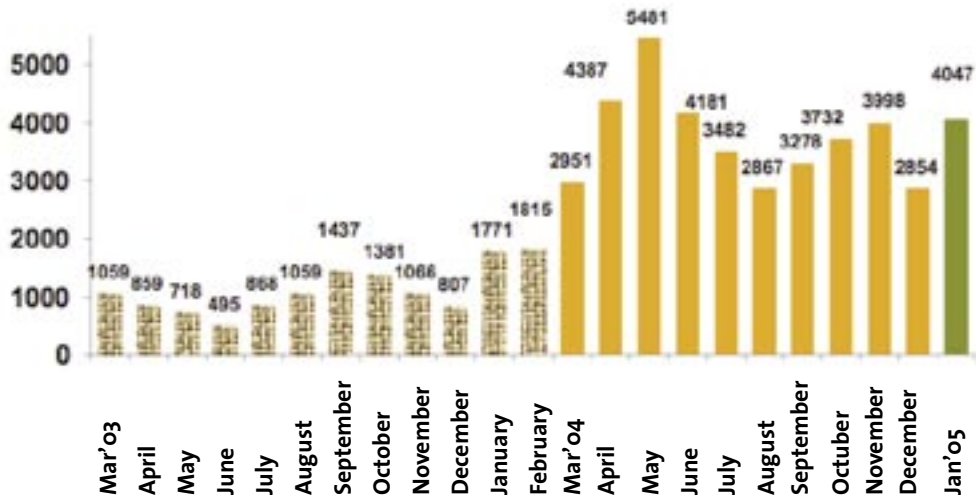
Each member of the team should provide each caller who contacts him/her through the SOS Immigrant Line with effective, humane and empathetic help, it being their professional, ethical and moral duty, through the specific questions posed by the users of the telephone answering service, to try to give necessary and sufficient information, which should be clear, thorough and truthful.

Since its beginning in March 2003, until January 2005 the SOS Immigrant Line has already received 54 593 telephone calls. This number corresponds to 80% of the attempts to contact the line.

The number of calls each month significantly increased as from March 2004 with the opening of the



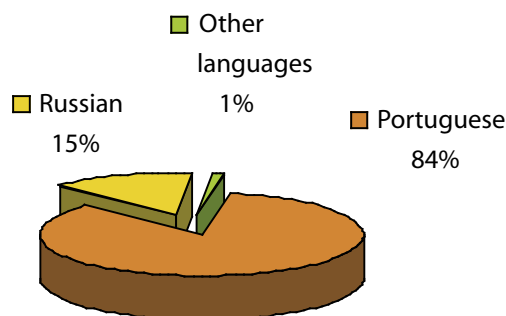
CNAI and has levelled off at an average of 170 calls/day, excluding Saturdays where the number of calls is significantly reduced.



Total no. Of calls answered (received) by the operator

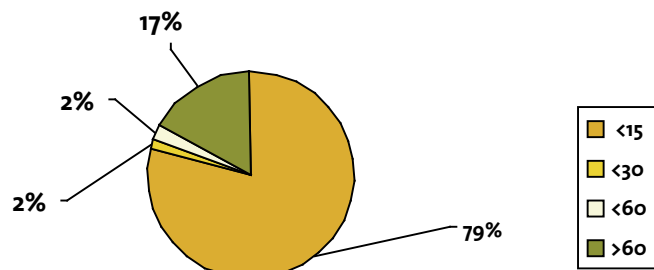
Language call answered in

Most (84%) of the calls continue to be answered in Portuguese, followed by 15% of the calls in Russian.



Waiting time

The waiting time before each call is picked up is, in 79% of the cases, less than 15 seconds, followed by 17% of cases which have a waiting time of more than 60 seconds.

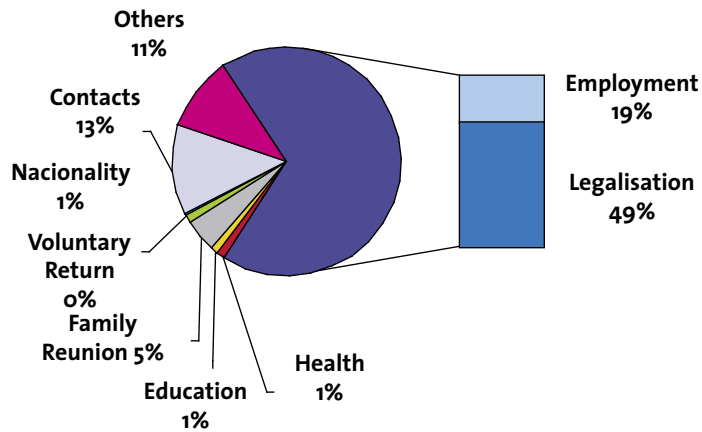




Matters dealt with

From the contacts made, the most common themes dealt with have been legalisation (49%) and work (19%) comprising a total of 68% of the calls made since the Line came into operation. 11% of the calls do not fall into these 8 groups and 13% of the calls have been made to ask for a variety of contacts. In these cases the users are given information about the existence of other entities where they call follow up the solution to their problem.

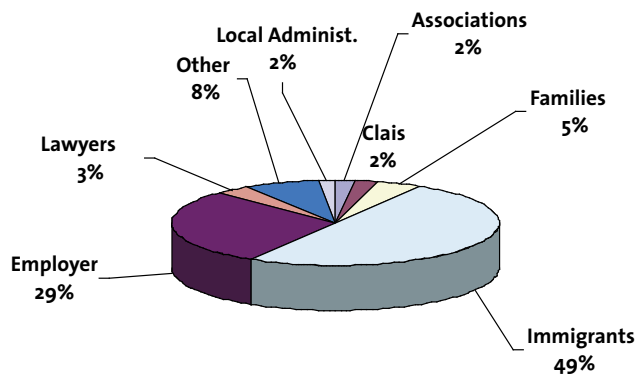
Other themes dealt with on a smaller scale have been: Family Regrouping, Voluntary Return, Health, Education, and Nationality.



Interlocutors

In the majority of cases it is immigrants themselves who phone (49%) followed by their employers and family members.

61% of the immigrants who have contacted the Line have been in a situation which is irregular. Of these, 60% are in possession of passports with no form of visa or authorisation to be able to stay in Portugal

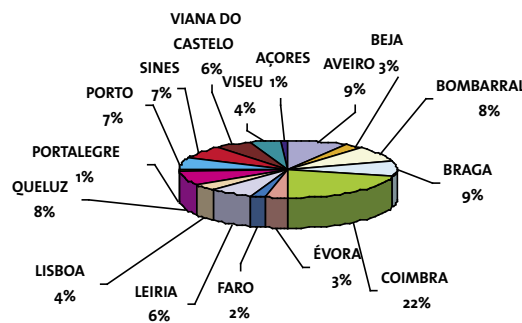




Calls originating from the CLAIs

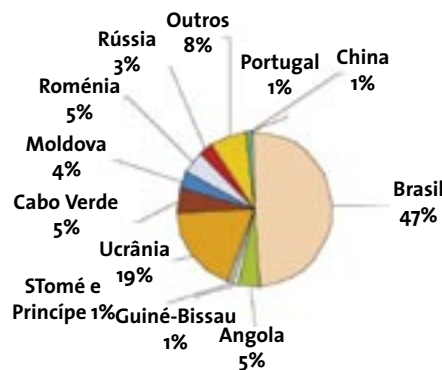
The mediators in the CLAIs make frequent use of the SOS Immigrant Line which provides an exchange between the duties of the CLAI and the SOS Immigrant Line, given that each thus complement each other.

Mude CLAIS – March 2003 – January 2005



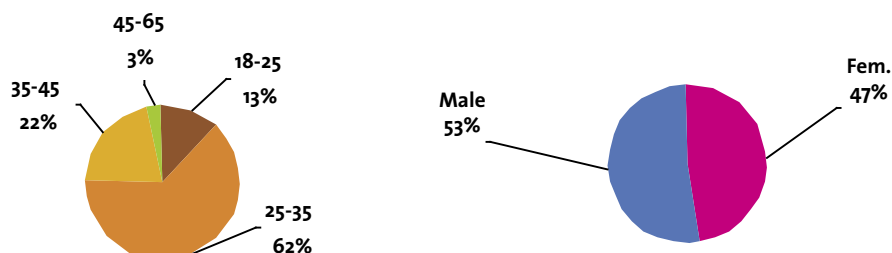
Nationalities of Immigrants who have contacted SOS

Immigrants of more than 113 nationalities have already contacted the SOS Line. From the outset Brazilians have been the largest users but the percentage of such calls (which reached a level of 72%) has been falling.



Ages and Gender

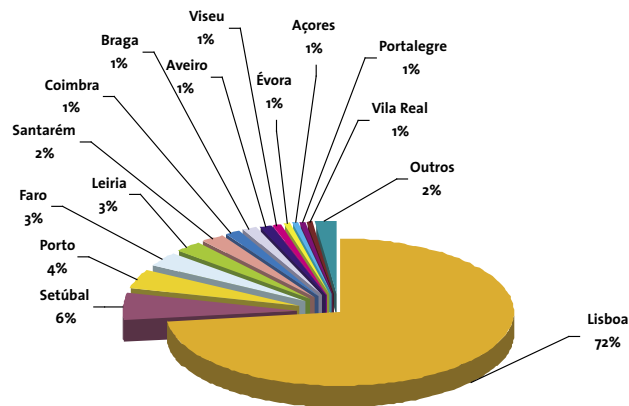
Most of the immigrants who have contacted the SOS Immigrant Line are aged between 25 and 35 (62%), and there has been an almost equal number of men and women.





Origin of the calls by District

As regards the source of origin of the calls, we have received calls from every district in mainland Portugal, distributed among 90 different district councils, all the islands of the Azores, Madeira and Porto Santo. However, the great majority of the calls are made within the Lisbon district.



Other information

In addition to the telephone service, the SOS Immigrant, through the supervisor, has made 1332 phone calls to provide answers to more complex questions and replied to 2321 emails which have arrived at the ACIME site.

In April 2004, the SOS Line participated in the 2nd Meeting of Telephone Help Lines organised by the Information and Service nucleus of the IDT. Amongst other objectives which were attained, there was an exchange of experiences which provided us with a very important vision of the difficulties and results of other help lines.

In an opinion poll carried out through the ACIME website, asking to grade the quality of information provided by the SOS Immigrant Line, the following results were obtained:

- Very satisfactory 70.00%
- Satisfactory 10.00%
- Little satisfactory 7.27%
- Not satisfactory at all 12.73%

2.4 Local Immigrant Support Centres (CLAIs)

The Local Immigrant Support Centres (CLAIs) are decentralised information points which seek to help provide answers to the questions facing immigrants who have chosen Portugal as a host country. This network, which is extremely light and agile, has as its mission the aim of providing immigrants with a place to find an answer to their questions, by connecting to the National System of Information for the Immigrant as they seek information to help solve their problems.





CLAIs Civil Society

Having understood the new challenges set by ever increasingly dispersed immigration throughout Portugal, and taking into consideration the potential which existed in countless non-governmental organisations, which had already started to develop activities aimed at meeting the needs of the immigrant community, it was decided to establish partnerships with local entities, in such a way as to provide an informational outlet to respond to the situations of immigrant citizens, whether to the north or the south of the country.

Establishing a light low cost basic structure, 13 CLAIs - Local Immigrant Support Centres (CLAIs) were established in February 2003 in partnership with institutions from Civil Society. This was later extended to other NGOs to create a network of 20 CLAIs.

CLAIs Civil Society	District	Opening Date
Vera Cruz Parochial Social Centre	Aveiro	11-Feb-03
Caritas Diocese of Beja	Beja	19-Feb-03
Portuguese Red Cross- Braga Branch	Braga	28-Mar-03
Amato Lusitano – Development Association	Castelo Branco	12-Oct-04
S. José Paroquial House	Coimbra	11-Apr-04
Cáritas Diocese of Évora	Évora	19-Feb-03
The Immigrant Help Centre of Tavira	Faro	14-Oct-04
CIR - Portimão	Faro	14-Oct-04
Misericórdia of Bombarral	Leiria	05-Jan-03
Amigrante Association	Leiria	19-Feb-03
JRS – Jesuit Refugee Service	Lisboa	19-Feb-03
Olho Vivo Association	Lisboa	19-Feb-03
AIPA – Association of Immigrants in the Azores	Ponta Delgada	15-Jul-03
Caritas Diocese of Portalegre	Portalegre	19-Feb-03
Amarante Parish (São Gonçalo)		
Pastoral Centre of Amarante	Porto	27-Nov-03
Olho Vivo Association – Porto Branch	Porto	01-Apr-03
Cape Verdean Association of Sines	Setúbal	19-Feb-03
Caritas Diocese of Viana do Castelo	Viana do Castelo	27-Mar-003
Church Factory of Saint Peter and Saint Paul	Vila Real	27-Nov-03
Cáritas Diocese of Viseu	Viseu	28-Nov-03



Open for at least twenty five hours a week, these centres are looked after by a specially trained mediator, and supported by a multimedia stand, ACIME information guides and a connection to the SOS Line, guaranteeing a reply in real time, and have a welcoming human face.

CLAIs Local Authorities

While these CLAIs were opening, ACIME was being contacted by various Local Authorities, showing their interest in opening a service with similar features in their own District Council. It was as a result of this that a second wave of partnerships was established, this time between ACIME and local authorities, which permitted this initiative to be extended to 16 new district Councils. Keeping the same structure, it was possible to open new centres, using the local council services in close connection with the other services made available by ACIME.

CLAI – Local Authorities	Council District	Date of Opening
Mealhada	Aveiro	20-Oct-04
Macedo de Cavaleiros	Bragança	28-Dec-04
Faro	Faro	27-Dec-04
Silves	Faro	27-Jan-05
Figueira Castelo Rodrigo	Guarda	28-Dec-04
Óbidos	Leiria	05-Nov-04
Lourinhã	Lisboa	05-Nov-04
Azambuja	Lisboa	29-Nov-04
Odivelas	Lisboa	11-Jan-05
Montijo	Lisboa	26-Jan-05
Barreiro	Lisboa	05-Jan-05
Valongo	Porto	26-Nov-04
Santa Maria da Feira	Porto	26-Nov-04
Oliveira de Azeméis	Porto	26-Nov-04
Coruche	Santarem	12-Jan-05
Vouzela	Viseu	21-Dez-04

Training

In order to guarantee that the public is served with quality and to provide a solution to the existing training needs, ACIME has carried out a number of training activities aimed at the CLAI mediators. These have been concerned with technical aspects of dealing with the public and, above all, with legal aspects, both regarding the Immigration Law and also other laws relating to the rights and duties of immigrants in the different areas of their lives. Besides its own training staff, ACIME has also relied on the contributions of other public service bodies in these training sessions, through the participation of specialised trainers from their respective areas. These training sessions have been held twice a year on average. The most recent Training Session with the mediators of all the CLAIs took place on 2nd, 3rd and 4th March 2005. In addition to aspects related to the law of immigration, special attention was given to enabling



an exchange of experiences and to consider the way in which these centres can be linked into the services made available in the CNAIs.

Other Activities

Besides the information and counselling provided by the CIAIs on a daily basis, we can also highlight the importance of this service in the processes of regularising the situation of immigrant citizens which have taken place since its opening. Besides being an important focal point for the dissemination of these processes, they also, for example, enable Advanced Registration of Brazilian citizens to be made, under the scope of the accord celebrated between Portugal and Brazil concerning the reciprocal contracting of nationals, carried out throughout the whole country, and thus avoiding unnecessary journeys to Lisbon or to Porto.



Links with ACIME

Also taking advantage of the possibilities of IT, a computerised support system was also recently set up, through which it is possible for each mediator to register the details on-line of enquiry they are currently dealing with. This does not concern questions of privacy or the protection of personal data, given that this involves an anonymous registration through which it is possible to monitor the number of people served, and the nationality, sex and age of the users as well as the type of questions asked.

2.5 Site www.acime.gov.pt



The ACIME website has as its objective keeping the public informed about the main questions about immigration, and serving as a means to spread practical and useful information, as well as activities developed by ACIME.





2.5.1 Content

The site contains information of an institutional, informative, promotional (publishing initiatives) and leisure nature, which is divided into twenty modules which are directly accessible from the site's home page, which is organised thus:

Acime

- Information concerning the High Commissioner, ACIME, activities and projects developed as well as support structures to the user.

Events

This space is used to mention events concerning multiculturalism and training opportunities in the area of Immigration and Ethnic Minorities, amongst which:

- Television / Radio Programmes; Festivals, / Gatherings: Meetings; Seminars /Colloquia /Conferences/ Talks; Workshops /Training Sessions; Exhibitions Music /Dance /Theatre /Cinema; Cultural weeks and other initiatives

Contacts

Useful contacts for some of the main bodies related to the area of immigration and ethnic minorities, amongst which:

- ACIME; CLAI; Public Institutions; Embassies in Portugal; Consulates; NGOs, Associations; Trade Unions; Health; Gypsy/Roma Community; Other Contacts

News

News updated daily. A space to provide information about ACIME, immigrant/Gypsy associations and the main news coming from the main media sources. It also allows the user to suggest their own news and to search the news archive, using the following functions:

- Daily news; Archived News searchable by date, theme or keyword; Suggest News; Send article to contacts; Print articles; Comment on selected articles; Take part in opinion polls alongside selected news articles.

The Nós programme

An information area dedicated to providing information about the Nós television programme, which is the responsibility of the High Commission for Immigration and Ethnic Minorities, which contains the following sections:

- Presentation (What it is, Objective, Transmission Times, access to the programme's presentation brochure, contacts within the programme's team); Programming (Synopsis of the next edition and of past editions; Details of the themes dealt with in all editions); FAQ (Transcription of answers given during the Ask Us section of the programme, Possibility of asking questions to be answered in the Ask US section, Connection to the Frequently Asked Questions section); Gastronomy (Transcription of recipes transmitted during the programme, Possibility of sending new recipes to be broadcast on the programme); Technical Details

Frequently asked questions

- Hundreds of the most frequently asked questions connected with the problems of immigration and ethnic minorities, organised under various topics (Law of Immigration; Portuguese Nationality; Family Regrouping; Recognition of Qualifications; Access to Education; Access to Health; Fighting Racism; Voluntary Return; Association Life; Documentation). Possibility of asking questions.



Entreculturas

- Information area dedicated to the work carried out by the Education/Training Team of ACIME, Entreculturas, with the following sections:

- Who We Are; Intercultural Education (Essential Concepts; Glossary, Themes to think over and the possibility of sending a contribution); Portuguese Language Classes (Providing the contacts of institutions which offer classes in Portuguese language/culture for foreigners, Possibility of promoting related activities in this space); Under Debate (Space for debate, in the form of a Forum, concerning themes relevant to Intercultural Education); Good Practices (Disseminating Experience/pages/school initiatives carried out under the auspices of Intercultural Education); Providing information on ACIME initiatives in this area (Diversity Week), Publications (Presentation and Online Availability of publications published by ACIME/Entreculturas within the area of Intercultural Education); Presentation of the Entreculturas Database, Bibliography.

Associations

- Space devoted to information, promoting the initiatives of associations and mechanisms to support these groups, organised into the following areas:

- o Definition; Recognition; Rights; Support (Information and Proformas to access support); Promotion of association activities; List of Associations; Immigrant Associations Technical Support Office.

Gypsy/ROMA community

Legislation, useful information and project reports carried out by ACIME aimed at this Community and focussing on aspects such as Selling on the Street, Romanian Gypsies and Discrimination.

Legislation

- Provision of Portuguese Legislation referring to immigration (53 documents), organised according to the areas:

- o Entry, stay and departure of foreigners; Racism and discrimination; Health; Education; Work; Asylum; Elections and Electoral Registration; Ethnic Minorities

- Provision of International Legislation, European (11 documents) and non European (14 documents)

Observatory

- This module provides a link to the Immigration Observatory site and to the studies published by it, and also disseminates the main news this entity.

Highlights

- Space to highlight relevant information relating to a variety of themes (events, news, legislation, useful information, etc.).

List of links

- The site currently offers around 100 links to national and foreign sites which supply information and useful services to immigrants and ethnic minorities. It also offers a site of interest each time the homepage is loaded.

Publications

This space enables users to access an electronic version of all publications published by ACIME (PDF documents with a graphic interface identical to the printed versions).

- Brochures (Access to Education for Children of Immigrants, Health Booklet for Immigrants, Tuberculosis; Immigration in Portugal - legal Framework; Legal Means to Fight Racism and Xenophobia; Portuguese Nationality; Family Regrouping; Recognition of Qualifications; Voluntary Return; ACIME Services 2004; Immigration in Portugal 2004)

- Studies and Other books (Proceedings of the I Congress on Immigration in Portugal; Fighting Racism – the Legal System)

- Information Newsletter (All the 25 published editions)



Documentation

- Explanation of the necessary requisites for obtaining visas, authorisations, rulings, inter alia and the availability of proformas and useful forms for the relevant procedures.

Publications

- Space to provide information about publications of interest for immigrants, ethnic minorities, students, researchers and others.

Fighting racism

- This block of information aims to make the activities held by ACIME in regard to fighting racism, xenophobia and racial discrimination more public:

- o Measures to combat racism/ Racial Discrimination (ACIME initiatives, carried out between 2002 and 2005, within the scope of fighting racism and racial discrimination)
- o Participation in Work Groups / International Organisms (relations between ACIME and the various organisations which deal with this issue; Reports presented internationally by ACIME and its evaluation; Portuguese participation in international committees: Presentation / Evaluation of Communitarian Action Programme regarding the Fight against Discrimination)
- o Commission for Equality and Against Racial Discrimination (CICDR) (Presentation of CICDR: Why, How and When it was created; Internal Regulations; Make Up; minutes of Meetings)
- o Advisory Council for Immigration Affairs (COCAI) (Presentation of COCAI: Why, How and When it was created; Competencies; Make Up; minutes of meetings)
- o Legislation connected to the theme of Racism / Racial Discrimination (Portuguese and European)
- o Publications (Publications published by ACIME, related to the fight against racism; Other useful publications: national and international Reports, Green Books, Manuals, Guides)

Gastronomic guide

- A module which contains the “Tastes of the World” gastronomic guide, with dozens of references to traditional recipes from different cultures present in Portugal, as well as hundreds of contacts of ethnic restaurants in Lisbon and Porto. It also allows users to participate through sending recipes, consequently enriching the guide.

Media

- Space allocated to responding to the specific information needs of the media in Portugal. This space is essentially one of enabling communication at any moment between ACIME and the journalists which supply it, and the different forms and official and institutional content needed to deal with the themes of immigration and ethnic minorities as well as ACIME’s activity.

- o ACIME News: press releases and articles published by ACIME directly related to its activities and area of action.
- o Publications / Research availability of publications which deal with the relationship of media / and immigration / minorities and other aspects useful for the development of journalistic pieces which cover these themes
- o Prizes: information about the ACIME Prize “Journalism for Tolerance”; information concerning Portuguese and international initiatives aimed at providing awards to professionals from the media world whose work has promoted tolerance and integration, combated all forms of racism and discrimination and contribute towards an understanding of different cultures, religions and ethnic groups.
- o Image Gallery: availability of ACIME images, for free use, in both high and low resolution
- o Ask for information: providing ACIME contacts to obtain further information.



2.5.2 Services

The current version of the ACIME site was developed in October 2002 using the internal resources of the ACIME team, and increased not only the number of issues dealt with, through new information sections, but also the various services which users can now make use of.

Besides aiming at introducing some of these services on the contents pages, so as to introduce more dynamics in their use (e.g. the possibility to send comments and articles, participate in surveys related to the articles, browse a glossary of concepts, etc) and enable more links between items (various internal and external hyperlinks), there was also the attempt to create sections which highlighted some useful services:

Register

Here the user can quickly and easily register with the ACIME site and so take advantage of associated benefits:

- Add news and promote events
- Send us their opinions and participate in/comment on surveys
- Ask for information not found on the ACIME site
- Receive a weekly ACIME Newsletter
- Participate in the Entreculturas Forum
- If a member of the ACIME team, use the internal chat Rooms

These services have enabled ACIME to construct a database of users of the site, organised around a variety of filled-out fields (areas of interest, occupation, address, age, etc.) This tool will allow us, for example, to be able to adapt the contents of the site to meet the needs of its different kinds of audiences.

Site map

Here the user can find a detailed map of the ACIME site with a description of content at various levels.

Pre-register

Through this service, immigrants who have pre-registered in accordance with art. 71 of DR 6/2004 can consult how their case is progressing online, by just typing in their case number. This service was previously unheard of in Portuguese Public Administration.

Thus, each foreign citizen can in fact know if their registration has been received by ACIME, as well as the situation regarding Social Security. As regards this, it is actually possible to know if the person has 90 days in which contributions were paid, prior to 13 March 2003, as set out in the law.

The registered citizen is also informed as to what the next time will be – that is, if she/he will be notified by the Social Security with a request for further clarification or by the Service for Border Control and Aliens (SEF) regarding the next stage in their case. This information relating to the State of their Case is dynamic and changes according to the various stages which have been complete, thus permitting the registered citizen permanent access to the actual state of the Case. Through this case, the entities concerned (ACIME; SEF; IGT and SS) have been trying to provide the best quality of service which can be offered in order to carry out their public duty, with openness and providing the user with useful and necessary information so as to follow the actions of these various bodies.

Login

Having registered as a user, this process helps to Login when entering the site, in a quick and simple manner.

Search

The possibility to carry out searches on all the pages of the site, published articles, web links, downloads, and allow the search to be based on a theme, category, or specific date.



Diary

Daily presentation of events related to the theme of immigrants and ethnic minorities. The breakdown of events is organised in the form of a calendar, through which events are shown organised into the theme they are concerned with. The homepage lists events taking place on that day.

Newsletter

The site allows the user to sign up for a weekly electronic newsletter, which provides a summary of the main news within the area of immigration and ethnic minorities.

Survey

This is a space in which site users can express their opinions about important themes in the area of immigration and ethnic minorities and also, if they are already registered, they can write comments on specific themes. It is even possible to look at the results of previous surveys.

Acime site

This section allows the user to promote the ACIME site to their contacts, send us their criticisms and suggestions, set the page to be the Home Page of Internet Explorer or add it to their Favourites Folder.

Acime chat rooms

This is a service created with the aim of increasing the ease of internal communication between the various ACIME projects spread out throughout the country. It concerns an area of instant chat, for professional use, which aims to bring workers in the CLAIs, SOS Line, CNAIs and the ACIME team in Lisbon and Porto together. It is only available for registered ACIME project members.

Banner

The ACIME homepage has a continuously changing animated banner showing images relating to various projects carried out by ACIME. One of the main objectives of using these banners (which change with every visit to the homepage) is to give more visibility to the pages which contain useful information but which, for whatever reason, are placed at a secondary level within the site (under the topic "ACIME Projects").

Language selection

The ACIME site is also available (albeit in a more reduced version containing organisational information and other useful information in an objective and succinct form) in Russian and English, and the language can be selected at the top right hand of the homepage.

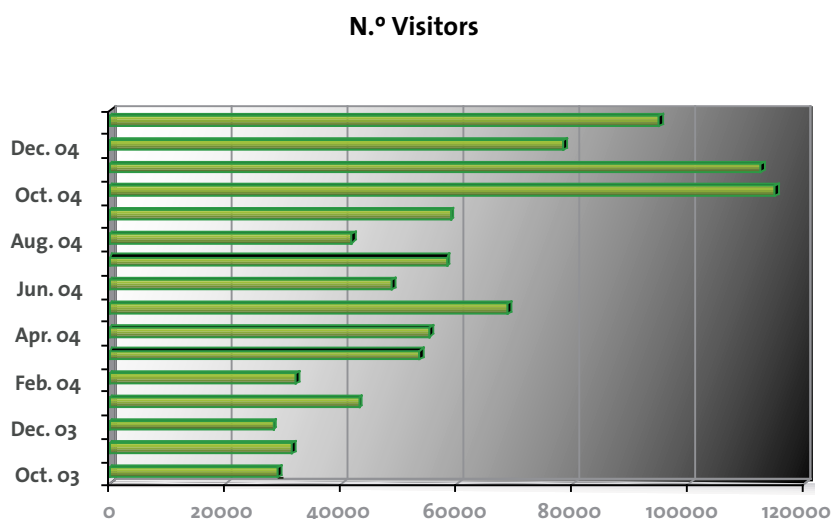
2.5.3 Statistics

The number of visits to the ACIME site has risen significantly since the beginning of the project:

Date	Average Visitors/Day	Average Visitors/Month
Sept. 2002	70	2100
Jan. 2005	3058	94803



When analysing the monthly number of visitors the following changes can be noted:



Month	Visitors
Oct. 03	29 155
Nov. 03	31 416
Dec. 03	28 225
Jan. 04	43 005
Feb. 04	32 189
Mar. 04	53 484
Apr. 04	55 102
May 04	68 675
Jun. 04	48 627
Jul. 04	58 049
Aug. 04	41 876
Sept. 04	58 734
Oct. 04	114 693
Nov. 04	112 166
Dec. 04	78 291
Jan. 05	94 803
Total	948 499



2.5.4 Site Management:

The Software Platform used for Content Management is the “PHP-NUKE” Platform (<http://www.php-nuke.org>), version 6.5. This is an Open-Source application which is used in tens of thousands of sites throughout the world, and supported by a community of thousands of people who make improvements, corrections and offer new functions on a daily basis to the software; it has the following characteristics:

- Source code available: this is the main characteristic of open-source applications, and implicitly carries with it two main advantages:
 - Alterations to the code can be implemented by the end client in order to adapt the software to his/her needs, without it being necessary to require other bodies which can slow the software implementation process.
 - Errors and Bugs, when detected, are swiftly corrected and this correction is rapidly communicated.
- Low Licensing Cost: It is not expensive to use this application given that it is not necessary to obtain proprietary software licences.
- Ease of use: To manage the site, the client does not need technical knowledge, knowledge of programming languages, nor learn to work with a dedicated application to manage the portal. It is only necessary to use Internet Explorer and the administrative interface is extremely intuitive and simple.
- The fundamental concept of Sections and Modules allows information to be organised in such a manner as to please the client through the administrative interface.
- The user categories – Anonymous, Registered or Administrators - enable information to be classified on the site in such a way as to make certain types of information accessible only to certain types of users. (e.g. the page providing the Statistics of visits to the site can only be seen by Administrators, and the possibility of putting a news item is only available to Registered Users)

The conception and design of the site is completely internal and cheap, and provides high performance. It allows for permanent updating of content by the site manager, and in this way the project corresponds to the most up-to-date software integration module freely available within the Public Administration.

2.6 The NÓS Programme – RTP2



NÓS is a weekly television features programme. Its name – NÓS (literally “we” or “us”) - reflects the character and profile of the programme: a commitment to a pluralistic society, without exclusion, where the “nós” is multicultural and harmonious. Over the course of more than 50 programmes it has developed as an information point for civil society, through the presentation of a range of interviews and debates, information pieces about rights and duties, links with immigrant associations, services made available by civil society and the State, etc. At the same time, as its second main objective, NÓS has contained within itself a human encapsulation of distinct communities which have chosen Portugal as a host country, through recounting life histories, gastronomy, sport, culture, etc.



The creation of this television Programme came about as part of the work involved in the establishment of a National Information Network, which was a key priority within the policy of welcoming and integration of the High Commission for Immigration and Ethnic Minorities. From the outset, attempts were made to establish and nurture partnerships with bodies and organisations able to ensure an active network which would have a strong impact on distinct communities and Portuguese society. It was within this context of exigency and versatility that ACIME and the Immigrant Support Centres gave their support to the proposal made by the second television channel to open out to civil society. The first edition of the programme NÓS was broadcast on 11 January 2004.

For whom, with whom?

NÓS was thought of as an opening towards civil society, through a model of participation on a pluralistic basis. Within this logic, ACIME has from the beginning sought to sound out all parties interested in contributing, through their experiences and suggestions, to setting out a coherent and dynamic structure. Within this context the immigrant associations, as privileged interlocutors within varied communities, were invited to participate in an exploratory meeting, which took place on 23 October 2003, and which gave rise to some of the programme's main guidelines.

- A programme for Portuguese and immigrants;
- The assumption of Nós/Us (as one whole) rather than "Eles"/"Them" (the immigrants);
- To show the meeting of cultures and good practices;
- To show the influence of different communities in Portugal in a positive light.
- To reflect on the impact of different cultural forms upon society;
- To debate the principal questions relating to immigration and ethnic minorities;
- To communicate in an appealing manner;
- To be rigorous in its practical useful information

Through the sounding out partners, in meeting previously set up for this purpose, it became clear that the following lines had to be avoided:

- To make a programme providing space for "complaints" and "moaning";
- To provide a platform for distinct communities to sound off;
- To focus on negative case studies;
- To foment ghettoisation;
- To construct an image which only associated immigration with difficulties.

A relationship with associations regarding evaluation and the following of the programme, has been maintained through the holding of a biannual meeting.

In order to produce the programme, two companies were hired following a public tender: Logomedia and Valentim de Carvalho Audiovisuais.

Schedule

NÓS has a weekly transmission length of 1 hour, on RTP 2 on Sundays, from 10.00 to 11.00, and five daily blocks of 20 minutes, Monday to Friday from 6.00 to 6.20 on RTP 1.

From January 2005, Nós has been shown on RTP International, from Monday to Friday, at 8.00 and RTP Africa, from Monday to Friday at 17.30 and 23.00, in its compact version, and repeated at 4.30 in the morning.



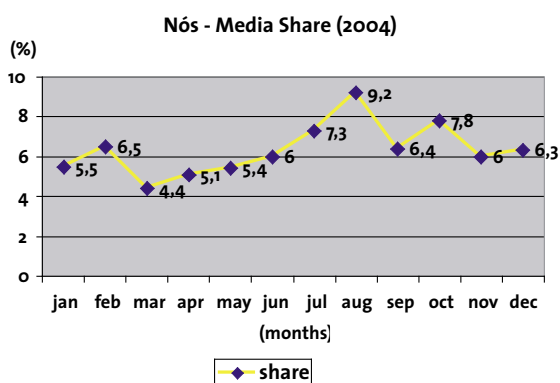
2.6.1. Interviews and Debates

Throughout its fifty programmes, NÓS has brought 107 guests to the studio who have debated 33 Themes and commented on 30 Themes in one-on-one interviews.



2.6.2. Some Data

The audiences for the NÓS programme have developed in a positive way, gradually obtaining more viewers, with a share that is always higher than the normal average share of its channel, RTP2.



From a quantitative approach carried out from another perspective, it is possible to verify that the following material was produced:

ITEM	Number
Life Histories	84
Recipes around the World	36
Cultural Reportage	59
Multicultural Schools	12
Useful Information	61
Help File	57
Studio Interviews	107

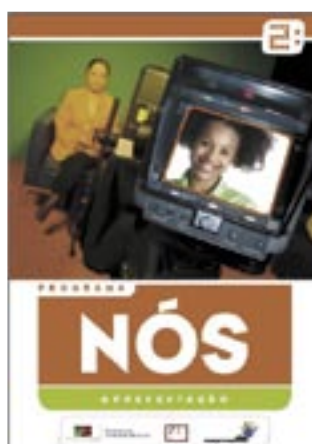


Taking advantage of its links with civil society, representatives of 25 Immigrant Associations and 209 representatives from other NGOs have appeared on the NÓS programme.

In August 2004 five thematic programmes were transmitted, divided into the following themes: Associations, Culture, Gastronomy, Professionals and Schools and Media Channels.

2.6.3. Broadcasting

Throughout the time that the NÓS Programme has been on the air, there has been accompanying promotional and marketing activity to make people aware of its transmission and the themes dealt with in each broadcast. It is worth underlining that features/news articles have been published about the programme in a number of press publications. Portuguese and Brazilian Newspapers (DN; Público, Correio da Manhã, Correio do Brasil) as well as the production of promotional materials for the CARRIS bus company, cinemas and for distribution in the CNAIs. A Press kit has also been produced for journalists.

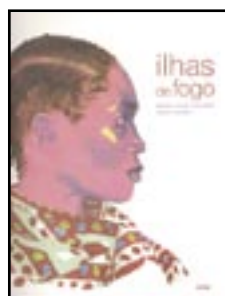


2.7 Travelling exhibition

To meet the numerous invitations received from conferences, exhibitions and other events to which ACIME has regularly been invited, a Travelling Exhibition has been designed, which is easy to transport, consisting of 10 2 x 1 m panels, which depict various services provided by ACIME and provide clarification of the main questions relating to immigration.

2.8. Support to Publications

ACIME aims to promote projects within the publishing area that show innovatory characteristics in providing texts with a strong informational component, and carries out an exercise in quality control regarding the thoroughness and interest of the proposed publications, in conjunction with a series of partnerships providing publication support.



It provided support for the publication of the Book “Islands of Fire” (Ilhas de Fogo) by Pedro Rosa Mendes and illustrations by Alain Corbel, purchasing 300 copies. A book of true life stories which helped to show some of the realities which lie hidden in African Countries where Portuguese is an Official Language. This was offered to Immigrant Associations and Secondary School libraries with a strong multicultural presence. November 2002.

It supported the publication of the Book “Gente de fora cá dentro (People from there now here)”, along with the Portuguese newspaper Jornal de Notícias, purchasing 2000 copies. This is a compilation of reports about the life stories of immigrants in Portugal. These were distributed to Members of the Government, MPs, Journalists, Opinion Leaders, Trade Union Centres, Employers’ Associations, amongst others. December 2002.

It supported the publication of an issue of the magazine Cais (the Portuguese version of The Big Issue) given over to the theme of immigration, with the objective of informing and raising public opinion regarding questions of immigration. Print run: 34 000 copies March 2003.

It supported the publication of the book “Winds from the East” (Vento de Leste), which recounted 27 life stories of immigrants from the Eastern communities in Portugal, by purchasing 250 copies. These were distributed to Members of the Government, MPs, Journalists, Opinion Leaders, Trade Union Centres, Employers’ Associations, amongst others. November 2004.

Editorial support for the publication “Young Immigrant Guide” (Guia Jovem Imigrante) published by the Lisbon City Council, which has the aim of facilitating the integration of young people into their various communities through a variety of useful information (Portuguese and English versions). 1st Print Run: 5000 copies distributed through the City Council’s shops and the CNAIs (Lisbon and Porto). December 2004.

Support for the Audio book Story, Story (Estória, Estória), written by Celina Pereira and illustrated by Claudia Melotti, through the purchase of 600 copies. A book of children’s stories from the Cape Verdean oral tradition – translated into 3 languages (Creole, English and Italian) – and accompanied by a music CD of nursery rhymes. This was offered to Immigrant Associations and Secondary School libraries with a strong multicultural presence. January 2005

Total funds granted: 39,500 Euros.





Chapter III



Chapter III

An Administration closer to immigrants

3.1 National Immigrant Support Centres (CNAIs)

The CNAIS (National Immigrant Support Centres) in Lisbon and Porto emerged as an integrated, efficacious and humanitarian response to the problems of integration which immigrants who had chosen Portugal as a host country were faced with.

Through an analysis of the legalisation process carried out by immigrant citizens it was possible to verify the complexity and dysfunction caused through their interaction with different public Departments, which were located in different places, with different ways of functioning and, sometimes, with incompatible schedules. This dispersion and fragmentation of Departments was often pinpointed as being a factor of great inefficiency, leading to immigrants giving up the process of legalisation and the subsequent impediment to social integration which this caused.



3.1.1. Description of the Project

Given these needs which had been detected, it was decided to bring together the various Departments related to Immigration (Service for Border Control) within one space, and with the same operating philosophy, allowing them to interact in a cooperative manner. It was also decided to establish other innovative Departments which would meet the concrete needs of immigrants not satisfied by the existing Departments (the Offices for the Support for the Recognition of Qualifications and Competencies, Support for Family Reunion, Legal Support, Social Welfare Support, UNIVA and Technical Support for Immigrant Associations).

The idea was for an innovative project, focussing on the conception and management of space (emphasising a comfortable stay along with functional flow), and with the socio-cultural mediators who would deal with the public (providing a cultural, linguistic and affective bridge with the users, within a Public-Third Sector partnership) and in the common and shared computer management aspect of the visit (enabling the digitalisation of data and documents, communication between Departments and a combined user-centred solution).

The CNAI have been designed and are managed to provide quality for the user and maximise efficacy and efficiency in dealing with each case on the basis of its particular needs, within a friendly environ-



ment and providing a user-centred platform. In order to fulfil this design specification, whilst being dynamic entities which were learning on the job, the CNAIs have permanently sought to provide a better service and this core philosophy is present throughout their activity as a whole.

3.1.2. Development Stages of the Project

1st stage: September 2002 to December 2002 – Project Definition and Launch

Defining needs and studying solutions with a postdated conceptual definition at launch . At the same time procedures were set in motion in order to use the Anjos Secondary School which was in the process of being closed and a start was made in the search for a space in which to locate the Porto CNAI. The first meetings were held with the Institute for the Management of the Citizen's Shops (Lojas do Cidadão), who provided consultancy services and which were used as a benchmark. Dialogue was opened with the Entities/Departments to be invited to be present. A public tender was opened in order to select the Architect's Office to carry out the CNAI Lisbon project.

2nd stage: January 2003 to March 2004 – Project Development up to opening

Invitations were made to various organisations to be present within the CNAI and negotiations were carried out. The work necessary to adapt the space selected to meet the needs of the CNAI was started, and public tenders were opened for a range of necessary facilities. Contacts with Immigrant Associations and NGOs were made to prepare a team of socio-cultural mediators. Specifying of protocols with State Bodies and with Tertiary Sector Associations. The selection of Mediators was carried out, and a training programme was designed. This was followed by the initial training of the mediators and the installation of the Lisbon ACIME team in the Lisbon CNAI. A number of institutional Departments were then set up in the CNAI. Opening of the Lisbon CNAI on 16 March 2004. Opening of the Porto CNAI on 23 March 2004.



3rd stage: March 2004. - Start of the operation of the Project and its consolidation.

Full operation of the CNAI; in-service Training of the mediators; Increase in user-centred quality; Reduction in waiting time; decorations to make the space more personal and humane; Increase in user satisfaction levels; Reduction of waiting time for institutional responses.

3.1.3. Institutions represented

The following bodies are located with the CNAI:

- Inspectorate General of Work (IGT);
- Social Security;
- Service for Border Control and Aliens (SEF);
- Ministry of Education
- Ministry of Health.



Until the middle of August 2004 the charity Santa Casa da Misericórdia of Lisbon was also present. The geographical limitations which this charitable institution has, did not allow it to provide an answer to a considerable number of users who sought its services. It instead opted for consolidating its considerable closeness, with the Emergency Service of the Santa Casa da Misericórdia of Lisbon, rather than maintaining an office to receive enquires within the CNAI.

As well as these bodies, there are also the ACIME Support Offices staffed by socio-cultural mediators.

3.1.4. Support Services

The Lisbon CNAI has some additional support services which also aim at facilitating users' visits to the CNAI.

- Bar - open from 9.00 to 16.30 serving light snacks and cakes at controlled prices;
- Bank - space allocated to a branch of the Portuguese Caixa Geral de Depósitos Bank, open from 8.30 to 14.30. It has specialised in dealing with immigrant citizens who have their access to banking services and products available on the market facilitated by this branch.
- Telecommunications Shop – run by Vodaphone, with opening hours between 8.30 and 14.30. This commercial space allows users to have access to the products on offer.

3.1.5. Opening Hours

The Lisbon CNAI opens from Monday to Friday from 8.30 to 19.30 and the Porto CNAI from Monday to Saturday, from 8.30 to 14.30.

At the Lisbon CNAI, given the high number of users each day – which can be seen in the queues which form before opening, from 7.00 onwards (90 minutes before opening) - each morning, a team of mediators carry out a pre-triage of all the users and supply them with tickets giving access to the Services they wish to consult, so that when the office opens it will be possible for all the users to enter the building and encounter a more agreeable waiting area.

After the pre-triage, users who are visiting the CNAI for the first time are usually directed towards the Welcoming and Triage Office (Gabinete de Acolhimento e Triagem – GAT), corresponding to tickets A, B, C, D and M, where socio-cultural mediators receive them, evaluate the reasons which have brought them to the CNAI, input information into a digital record (which includes the digitalisation of documents) and work out a guide to the sections they will visit within the CNAI, so as to avoid having to keep taking tickets for these sections.

Ticket A is given to users who have come to extend their Permission to Stay Visa, ticket B to all users who have not come to obtain a Visa but need information from the various sections present within the CNAI (education, health, legal support, welfare, employment, etc.). Ticket C is for all relatives of holders of a Permission to Stay Visa who wish to renew their Temporary Stay visa. Ticket D is given to users who, although they have an appointment to arrange their visa, are unable to do so for reasons which normally relate to the fact of not having some document and ticket M is given to all those users whose visa expiry date is finishing and who cannot be dealt with by the Service for Border Control and Aliens (SEF) on that day, receive a receipt with an appointment at a later date.

After being dealt with in the Welcoming and Triage Office, users are normally channelled towards other services and, in this way, given a new ticket.



In the waiting room there is an Information Counter, access to which is also through a ticket, which aims to provide clarification about the functioning of the CNAI as a whole and each of the services provided. It is also the information desk which also takes all the advanced requests for visas and statements which are subsequently handed over to the Service for Border Control and Aliens (SEF)

Access to the other bodies is also made through tickets. All of these bodies – excluding IGT and Social Security – are accessed through the Welcoming and Triage Office (GAT). Within SEF, given the range and complexity of enquires, it was decided to opt for three types of tickets:

- Ticket F is given to all users who have had a ticket A and are going to extend their permission to stay visa,
- Ticket G is given to all users who have had a ticket C and are seeking to extend their temporary stay visa, which is normally given to family members of holders of permission to stay, and
- ticket H, which is given to all those requiring information about the progress of their cases within SEF. Users who receive ticket H are the only users of the Service for Border Control and Aliens (SEF) who have not previously passed through the Welcoming and Triage Office (GAT).

Beside the specific contributions and links between the state bodies present (Service for Border Control and Aliens, Social Security or the General Inspectorate of Work (IGT), amongst others), the Support Offices set up by ACIME are a sign of innovation, in partnership with other bodies. In the specific case of support for Family Reunion, the close relationship between the bodies which are involved in the process, such as SEF and the Directorate-General for Consular Affairs means that this provides an added bonus to the support services provided to assist this reunion. The Office for the Recognition of Qualifications and Competencies concentrates on obtaining equivalences in Higher Education, helping users to carry out their requests for equivalence, which are nearly always extremely time consuming and bureaucratic. The Office for Legal Support, which specialises in the Immigration Law, but also in other areas such as Labour Law, has developed a singular process of experience in the defence of the rights of immigrant citizens, in helping their legalisation process, and in providing information about their rights and their duties. UNIVA - the Unit for Insertion into Active Life (Unidade de Inserção na Vida Activa) has specialised in placing immigrant citizens within the labour market. The Office for Welfare Support is the response to a growing need of immigrant citizens who, for various reasons, have not managed to integrate themselves into Portuguese society.

3.1.5. Socio-cultural mediators

A decision was taken to have a strong involvement of socio-cultural mediators within all these services with the aim of their being able to solve any cultural or linguistic barriers, and this is regulated by Law No. 105/2001 of 31st of August.

The socio-cultural mediators work within the CNAI through the creation of a partnership which has been established between ACIME and the various Immigrant Associations and the Non-Governmental Organisations which work on immigration matters, and enable immigrant citizens to be part of the



solution to the problems of immigration, given that, most of them come from immigrant communities resident in Portugal.



Besides this, the 10 nationalities represented within the CNAI mediators allow the user greater ease of communication and the certainty of finding within the professional dealing with him/her someone who knows, understands and who has probably also passed through the same problems which have caused him/her to go to the CNAI. The immigrant citizen can be served in one of nine languages.

In the Lisbon CNAI 58 socio-cultural mediator provide services within a cooperation agreement framework with Immigration Associations and NGOs which work with immigrants:

- The Jesuit Refugee Services (Serviço Jesuíta aos Refugiados)
- Immigrant Welfare (Solidariedade Imigrante)
- GTP7
- AGUIPA
- EDINSTVO
- The Talude Association for Improvements (Associação dos Melhoramentos do Talude)
- The Morabeza Association (Associação Morabeza)
- The Lisbon Cape Verdean Association (Associação Caboverdeana de Lisboa)
- The Olho Vivo Association (Associação Olho Vivo)
- The Cova da Moura Sporting Club (Clube Desportivo da Cova da Moura)
- CEPAC
- Brazil House (Casa do Brasil)
- CAIS
- The Cape Verdean Association of Sintra (Associação Caboverdeana de Sintra)
- ISU
- The MEDIAR Association (Associação MEDIAR)

The Porto CNAI uses the services of 17 socio-cultural mediators within a cooperation agreement framework with the following organisations:

- Afagos
- The Cape Verdean Ass. of the North (Ass. dos Caboverdianos do Norte)
- Cáritas
- The Portuguese Red Cross
- Mais Brasil (More Brazil)
- The Olho Vivo Association

The choice of socio-cultural mediators to carry out the functions of receiving and welcoming is an idea which has proved to be of enormous strategic value and one of the key elements for the success of the CNAI.



3.1.6. Technical structure

The CNAI make intensive use of information and communication technologies at all points of contact with the public and with the back-office, connected to a network and with access to shared software controlling the public enquiries and with full digitalisation of cases and appended documents.

There are two main central management systems. The Management System for the Waiting Lines and the Case Management System. Both function over the CNAI local network, which the Lisbon CNAI arranges as a network configured into 3 100Mbps SWITCHs (one per floor) linked together by fibre optical cable in such a way as to form a redundant ring cycle. Within this network there are 65 workstations, equipped with personal computers and scanners.

These 2 systems are complementary – that is, they do not directly interact with each other, but users share information from available to each one as whenever necessary.

The Management System for the Waiting Lines – INLINE – is marketed by the Portuguese company NEWVISION, and consists of a vertical ticket dispenser, 4 plasma information screens and 58 workstations. All the system is based on 2 Windows 2000 servers (one for the outlying areas and the other for the waiting lines) and there is an SQL Server on one of them. As regards hardware the machines are Compaq DL320 machines with an Intel XEON architecture. The system satisfies the following conditions:

- It issues tickets for the different services.
- Each post dealing with the public issues a ticket for the next body, which ensures that there is not an excess of tickets at the beginning of the day.
- It allows the Coordinator to carry out real time management of their service, clients who are waiting and have performance and productivity figures.
- Extremely complete and robust management and reporting tools, which are capable of providing the Director of the Centre with a global vision of the CNAI with regard to dealing with the public, waiting times and dropouts as well as the individual performance of each mediator.

The Case Management System, known as RT, is a direct installation from the open-source software Request Tracker, which has been localised for Portuguese. It runs under the Linux Operating System and to consult it just requires an Internet Browser. It also needs a Web Server (Apache) to run and a Database engine (Mysql). As regards its functioning, it allows up to 80 Simultaneous Users. Since 18 March 2004 it has created 38,476 cases (with 2 Mbytes on average, including digitalisation of the work contract, passport pages and other relevant documents). This system uses a Compaq D380 server (Xeon at 2.6GHz with 2Gb of RAM) running Linux with Mysql developed in the Perl:Mason language. The actual space taken up by the database is 91 Gb. The system satisfies the following conditions:

- It allows both public and/or private fields within the case record which means that institutions do not have access to data which is exclusive to other institutions which have forwarded the case to them.
- It allows any kind of document to be appended (Passport Digitalisation, Proofs of Social Sec. and even a photograph).
- Tool during use: Internet Browser, such that it is not necessary to install applications which may enter into conflict with existing software present in each one of the institutions.
- Facility to alter the case, adding new fields or altering their type.
- Extremely flexible and consistent system of permissions: User permissions (read, alter, close a case), by Group or by Institution (ability to delegate, or take on a case)
- Rapid visualisation of the path of the immigrant within the CNAI as well as a record of his/her visits.
- The Coordinator has a global vision of the cases to be received by the end of the day.



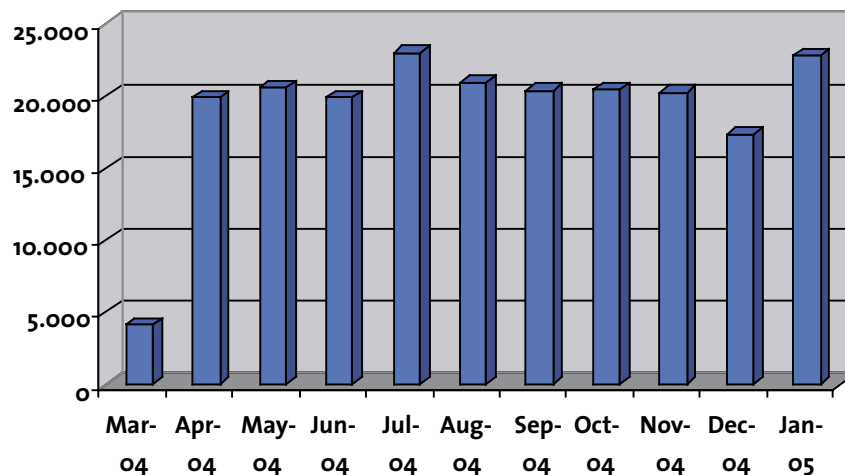
The Porto CNAI uses the same technological platform as that which forms the basis of the one in the Lisbon CNAI, but it has, however, been set up in a different way. The bodies which are present in the Porto CNAI are not the same as the ones in the Lisbon CNAI which means that the various components (Digital Case Management, Ticket Management, Folder and Sharing of files) have been configured according to the way in which the CNAI Porto receives its public.

In an attempt to reduce maintenance costs, minimise points of failure and centralise management, all the computer links to the central systems of the bodies present in the Porto CNAI go through Lisbon. In this way interconnection costs with the organisations have been reduced and use of the Lisbon-Porto computer link has been made more profitable.

3.1.7. Statistical Data from CNAI Lisbon

The number of enquiries dealt with by CNAI Lisbon in its first year of operation was 235,00 , with an average of 20,000 users / month, with a slight increase in July (which was probably due to requests made earlier with holidays in mind) and in January. In December, the decrease noted was closely tied to the fact of it being a month with a lot of public holidays and where many immigrant families leave for holidays

CNAI Lisbon - N° of clients

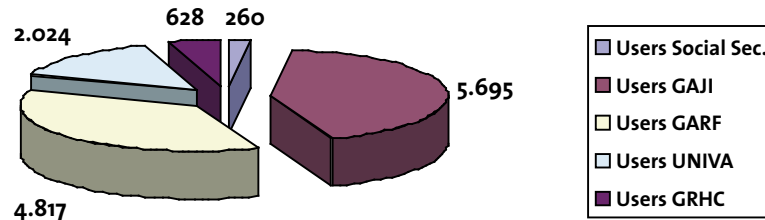


It has been forecast that the first months of 2005 will see an increase in users, given that they coincide with the dates for the granting of the first residence permits, which are renewed at this time. The numbers relating to the number of enquires in the Office for Welcoming and Triage (Gabinete de Acolhimento e Triagem -GAT) show the same trend as the previous figure:

The Offices with the largest number of enquires are the Office for Support for Family Reunion (Gabinete de Apoio ao Reagrupamento Familiar – GARF) and the Office for Legal Support (Gabinete de Apoio Jurídico.- GAJI) All the users who are dealt with in these offices have previously taken ticket B in the GAT office.

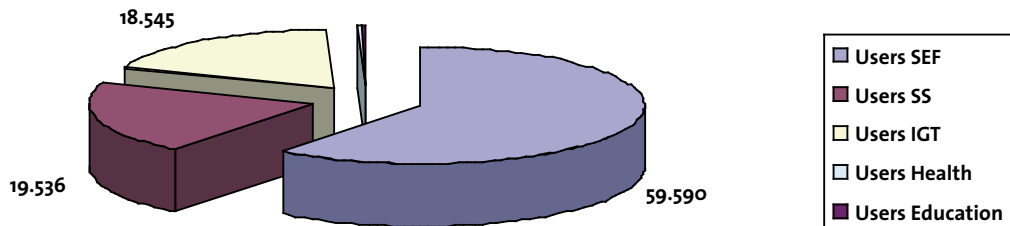


Nº of Users - Offices



The service provided by the Offices has undergone some slight changes, in order to improve its performance and reduce waiting times.

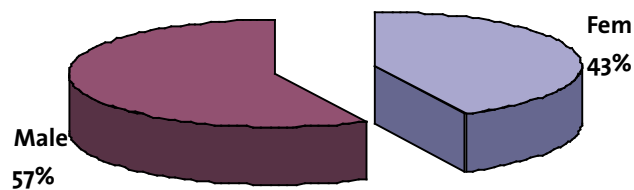
Nº of Users - Organisations



The Service for Border Control and Aliens (Serviço de Estrangeiros e Fronteiras – SEF) is the body which receives the largest number of enquiries each day, followed by Social Security and the Inspectorate General of Work (IGT). The Ministry of Education and the Ministry of Health, whilst receiving a smaller number of enquires in person, handle many telephone enquires and carry out the important task of raising the awareness of the Departments which belong to them.

As regards gender, this is the following percentage breakdown:

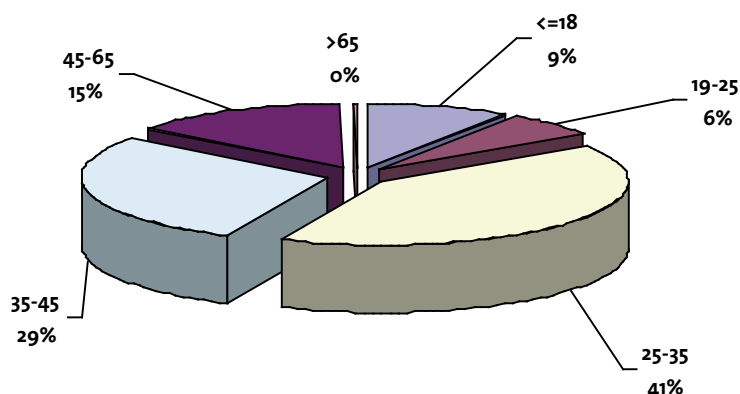
CNAI Lisbon - Distrib. by gender





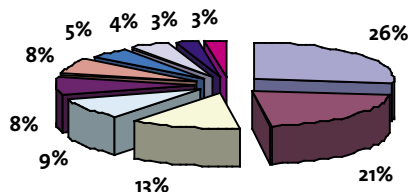
As regards the age breakdown:

CNAI Lisbon - Distrib. by age



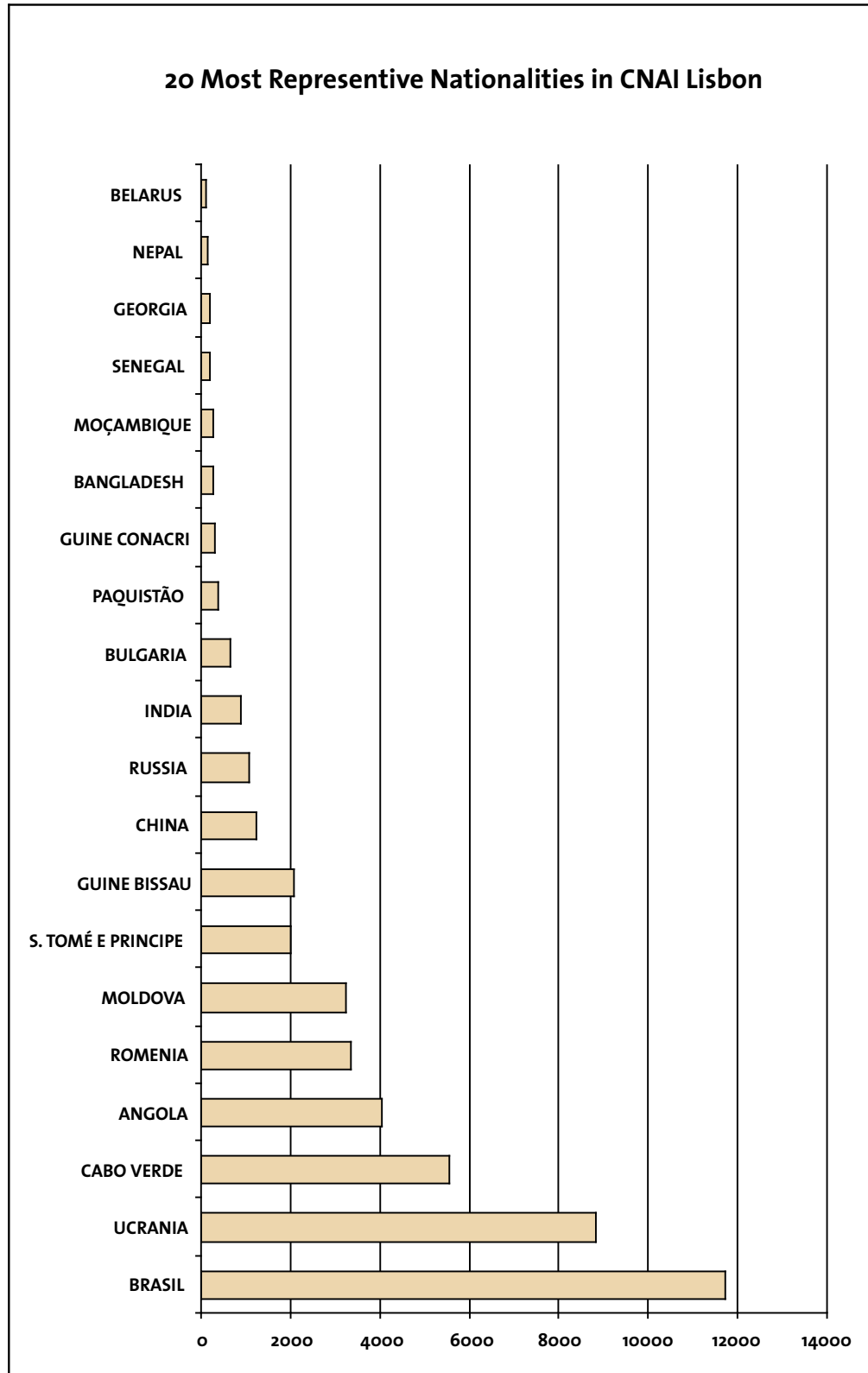
Since its opening, in March 2004 until January 2005, the CNAI, in its Office for Welcoming and Triage, has received citizens from 125 countries. However, the largest numbers of enquires come from citizens from Brazil and the Ukraine, followed by Cape Verde. The CNAI statistics are in line with other statistics which show a growth in recent years of the Brazilian and Ukrainian communities as opposed to others which are traditionally to be found in large numbers in Portugal, such as those from PALOPs countries.

CNAI Lisbon - Users by Nationality



BRASIL	UCRANIA	CABO VERDE	ANGOLA
ROMENIA	MOLDOVA	S.TOMÉ e PRINCÍPE	GUINE BISSAU
CHINA	RUSSIA		

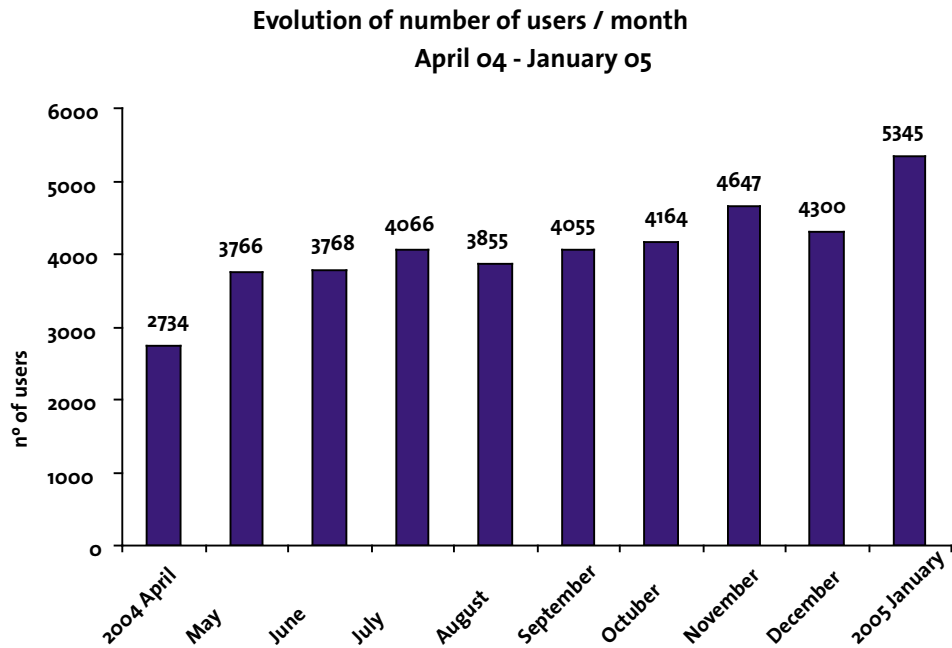
However, it is worth mentioning that the users of the CNAI in Lisbon are almost exclusively made up of the holders of permission to stay permits (autorização de permanência - AP) and are from the traditional immigrant communities which originated from PALOP's countries and who have been resident in Portugal for a number of years, and have a large number of residence permits or even, in smaller numbers, in possession of Portuguese nationality.





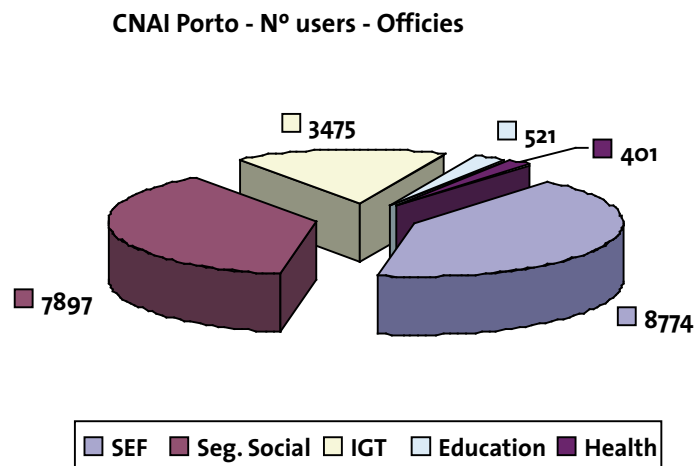
3.1.8. Statistical Data from CNAI Porto

During the first 10 months of operation 40,700 enquires were made, with the following growth:



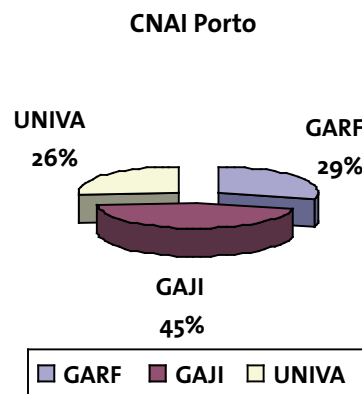
The average number of daily enquiries has been continually increasing, although there was a small reduction in the months of Summer, which is understandable given that this is a normal holiday period.

The CNAI Porto has the Service for Border Control and Aliens (SEF), Social Security, Inspectorate General of Work (IGT), and the Ministries of Health and Education which received the following numbers of enquiries:

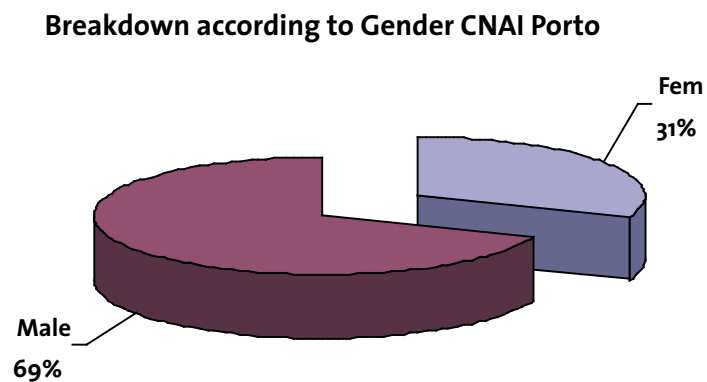




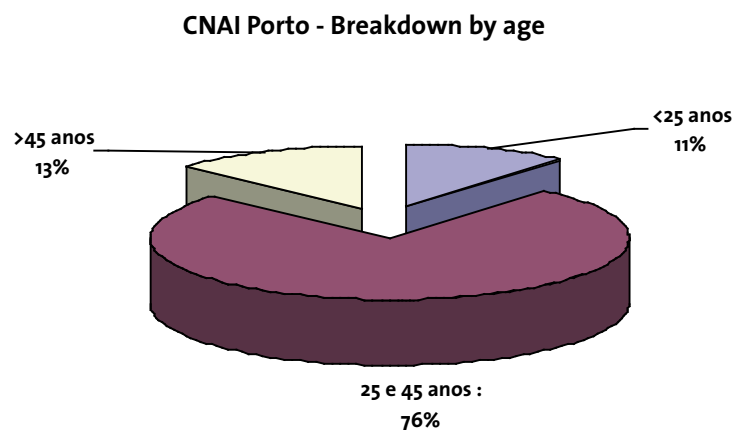
As regards the number of enquires at the ACIME Support Offices in CNAI Porto, the follow figures were obtained:



As regards the gender breakdown:

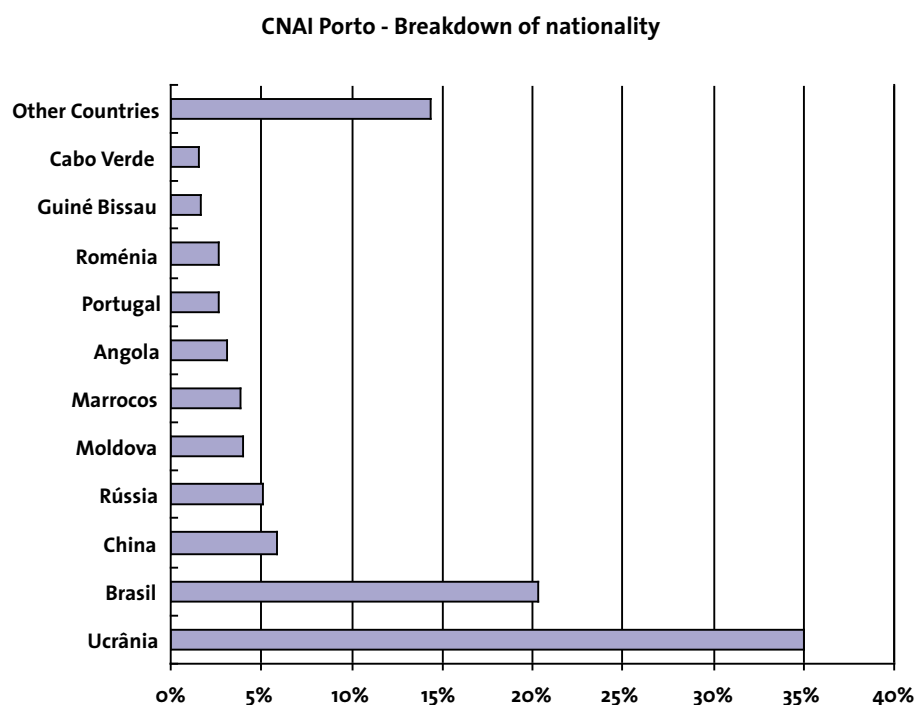


As regards breakdown according to age the following can be observed:





The public dealt with by the CNAI Porto has the following percentage breakdown of nationality:



This distribution, markedly different from the CNAI Lisbon, reflects the presence of 52% of users from East Europe and only 7% from PALOP. As for the age pattern, it can be seen that the majority of users are located within the 25-45 age range (76%), with another 11% below this age range and 13% who are more than 45 years of age. As regards the area of residence of the users, most come from the district of Porto (93.7%) with the breakdown of other districts being:

Aveiro	2.64%
Braga	0.96%
Bragança	0.29%
Coimbra	0.16%
Faro	0.13%
Guarda	0.11%
Leiria	0.11%
Lisboa	0.96%
Setúbal	0.20%
V. Castelo	0.16%
Vila Real	0.24%
Viseu	0.22%



3.2. Family Reunion Support Office (GARF)

Set up at the same time as the CNAI in Lisbon and Porto, this office has been in operation since March 2004, and aims to provide support for immigrant citizens throughout the process of asking for family regrouping or family reunion.

The Family Reunion Support Office channels its energies into providing help in carrying out these requests, providing information and accompanying requests which have already been submitted to the relevant bodies.

The complexity of the process, aligned with the cultural and linguistic difficulties, has often meant that, too often cases are held back for an indeterminate time without finding a way out of this impasse.

The enormous importance which family reunion has in contributing towards the stability of immigrant citizens, at all levels, makes the work of the Family Reunion Support Office essential in the policy of providing support to the immigrant citizen that we wish to see developed and recognised at the CNAI.

3.2.1. Services

The work of this office can be divided into two distinct areas: informing and accompanying:

- Information – In a first stage, most of the users of this office come here to GARF to ask for support in making their request, namely as regards finding out about any necessary documents. In a second stage, after having collected the documents, users normally return to the GARF office to check that the application is ready to be handed in. When everything is ready the first part of the work in supporting the users has been completed.
- Monitoring – the application is handed in to the Service for Border Control and Aliens (SEF) and then for the second stage of help provided by the GARF office to the user begins when asked to follow up the application.

In order to provide support for this stage, GARF has established contacts with the two bodies which coordinate applications for Regrouping/Family Reunion: the Service for Border Control and Aliens (SEF) and the Directorate-General for Consular Matters.

Taking into consideration the existence of these privileged communication channels, GARF is able to keep informed about the development of the application, about the possible difficulties which may arise during the processing of the application, and, within its limits, try and unblock any obstacles which the application has to pass through.

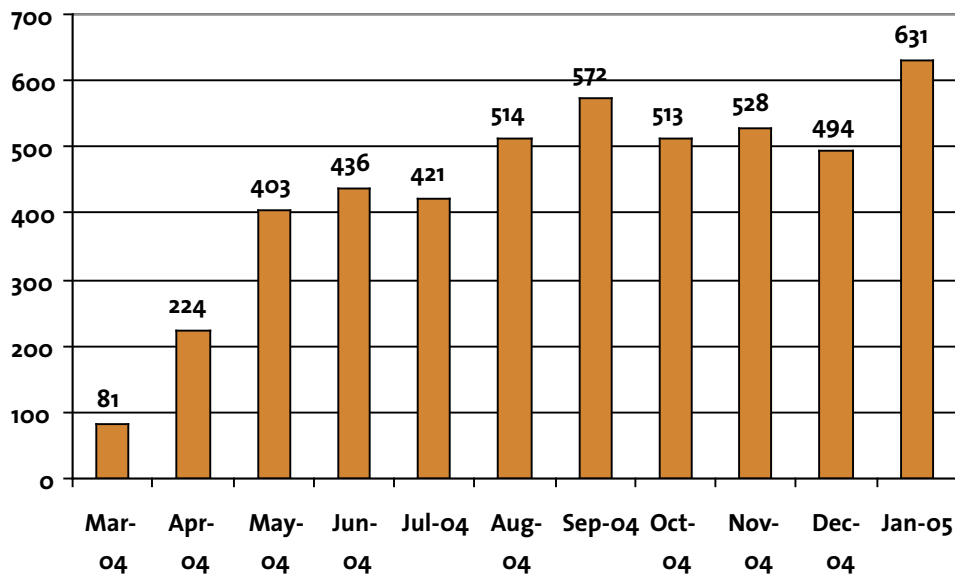
To carry out this work, the Family Reunion Support Office has four posts available, three to deal with the public (one functioning in Russian and Ukrainian) and one for coordination, and the CNAI in Porto has two posts.



3.2.2. Lisbon GARF Office Statistics

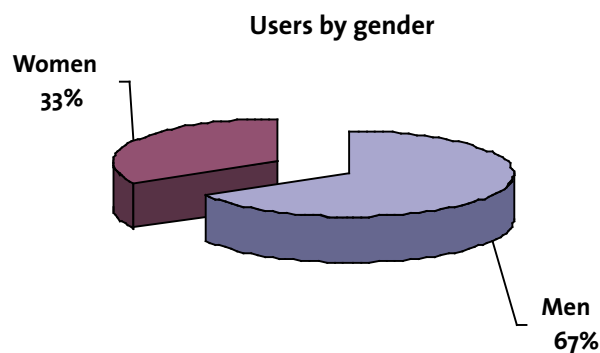
The Lisbon GARF office has confirmed a rising trend of use which is slightly higher than the other offices which are present within the CNAI.

Atend. G. Reagrupamento Familiar



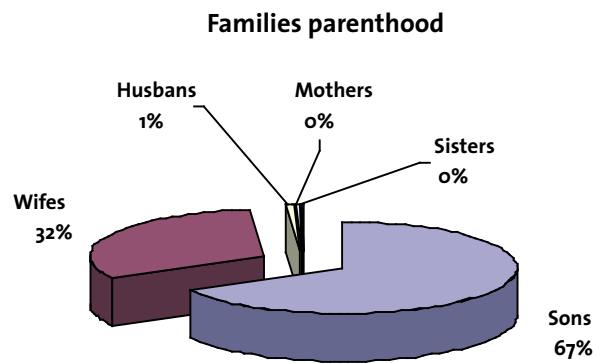
This growth has to do not only with the increased awareness on the part of the immigrant population of the work the GARF office carries out, but also with the greater and better integration of a strand of immigrant citizens, which enables them to think of bringing their families.

Performing an analysis of the immigrant citizens who have used the GARF Office to request family re-union, it can be confirmed that the gender of most users is masculine:

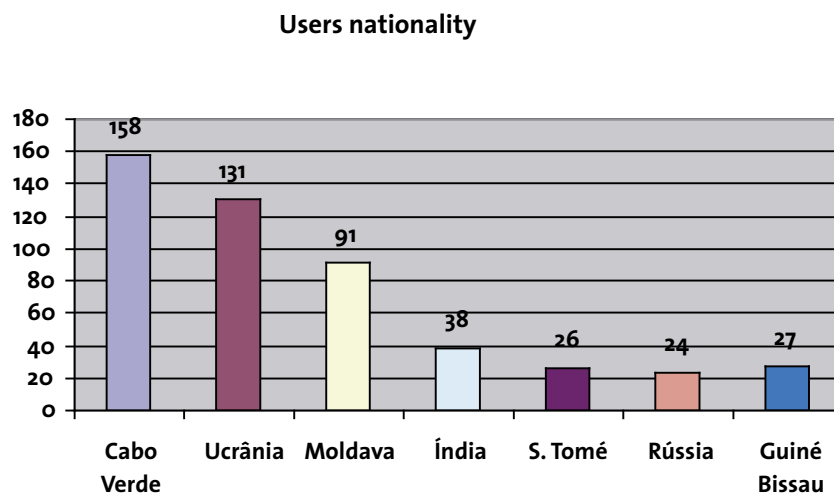




The breakdown of the citizens who make use of the Family Reunion Support Office of the CNAI in Lisbon to try and reunite the family, according to family relationship, is:



The services of the GARF office have been sought by 19 different nationalities, and in particular the following:



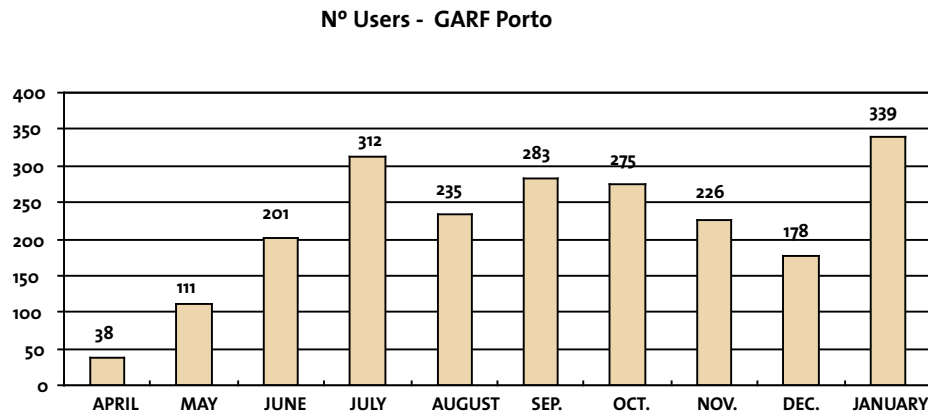
It is also of note that whilst the majority of requests for regrouping or family reunion from citizens of countries from Eastern Europe come from men asking on behalf of their wives, the majority of requests of those coming from PALOP's countries are made by women who wish to be reunited with their children.

The GARF office is fully aware of the problematic nature of the work it carries out and in its work establishes a very close relationship with its users, such that it is very common to receive visitors to the office simply to thank us for the efforts we have made or to present recently arrived family members.

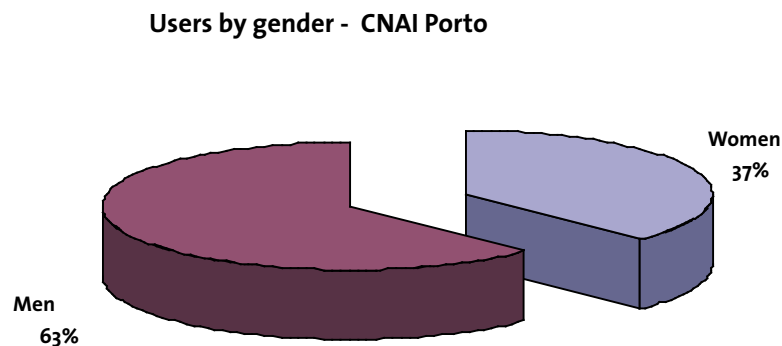


3.3.3. Porto GARF Office Statistics

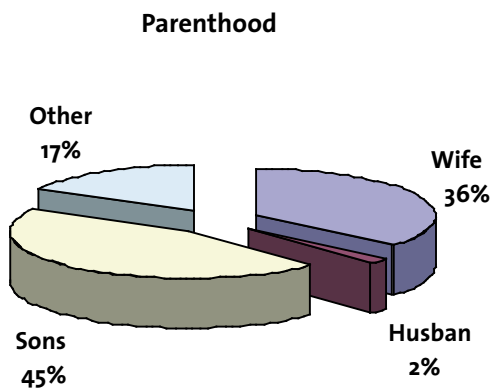
Up to January 2005, 2,198 users have been served at this office, showing the following monthly pattern of use:



Regarding use according to gender the pattern is:

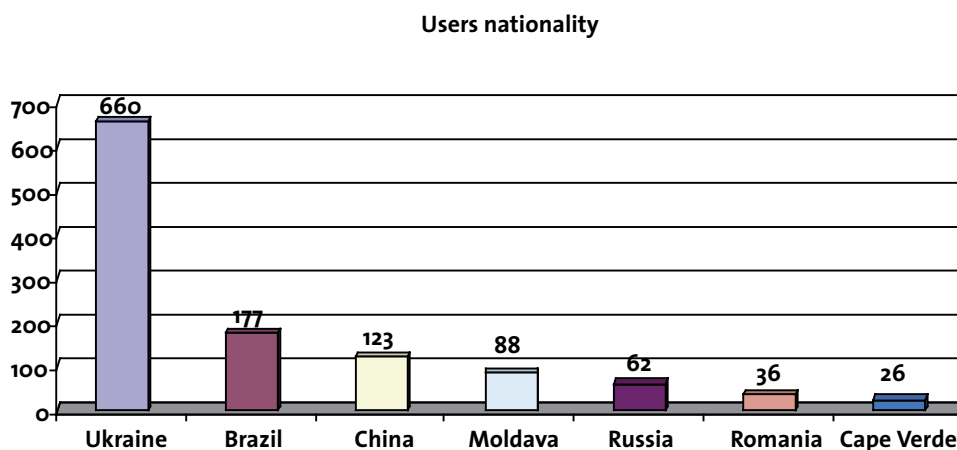


As regards the family members to be reunited with the users which make use of the GARF Porto Office, we can see the following pattern:





Citizens from 41 countries have used the services of the GARF Porto office, with the following seven countries being the most frequent:



3.3. Social Welfare Office

The Social Welfare Office was established in October 2002 and its opening was due to the regular requests for social welfare which were being felt by ACIME. In this way, a member of staff in the area of Social Policy was contracted and, between October 2002 and March 2004, organised and developed all of the Social Welfare, and dealt with around 720 users with a vast variety of problems.

With the opening of the CNAI Lisbon office it was possible to provide a more consistent response to these needs, and the Social Welfare Office began to be run by the Santa Casa da Misericórdia of Lisbon. However, given its geographical restrictions which the SCML has to follow (it can only receive users resident in the city of Lisbon), it was seen that a significant part of the users who came to CNAI for welfare reasons were not able to have their problems resolved.

It was thus necessary to restructure the office and in August 2004, with the departure of SCML, the work of the Social Welfare Office (– GAS) was once again taken on by ACIME. Whilst a service had been maintained throughout August, it was decided to close in the month of September in order to carry out reorganisation and training for the mediators. A protocol establishing close cooperation with the Emergency Service of the Santa Casa da Misericórdia of Lisbon was established as well as a special relationship, which the GAS office frequently makes use of.

At present GAS has a mediator, a social worker, who receives the public and does all the support work and orientation necessary for each case. Users have access to GAS through ticket I which is handed to them after they have used ticket B to be seen in the Office for Welcoming and Triage, which detects such situations.

The work of consolidating the life project of each user who comes to GAS is the most important task which the office carries out. The user can often, with a little help, manage to reencounter their path.



3.3.1. Problem categorisation and main solutions

The most frequent problems which reach the GAS office are nearly always extreme cases, namely homeless immigrants or those whom, whilst not homeless, are living in extreme poverty. In addition to these cases, GAS also receives cases which have been sent to them by the welfare services of hospitals throughout the country, of women who have been victims of domestic violence or immigrants who, for various reasons, have developed psychiatric problems.

Within this group of immigrants with problems who use the GAS Office we can distinguish three groups:

- a) Citizens in a state of irregularity which cannot be regularised.
 - In these cases, the only response which GAS can give is to propose voluntary return to the country of origin, through the IMO or through the S. João de Deus Temporary Reception Centre which has a small fund for such purposes. Whilst GAS does not accept this as a solution, it does not have any other resources.
- b) Citizens in a state of irregularity which can be regularised.
 - Placement in a reception centre having previously redirected the person to the CNAI Legal Support Office and/or to UNIVA, such that the person is able to reorganise their life project.
- c) Regularised citizens
 - For such cases there are various possibilities including receiving support from Social Security, the Misericórdia charity, NGOs, etc.

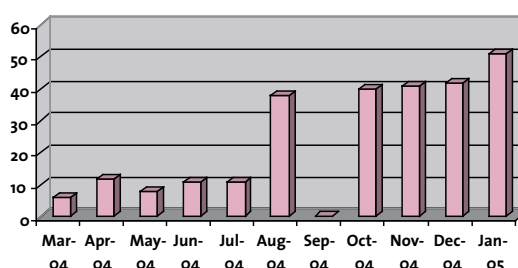
To resolve cases, GAS works in partnership with many bodies working in the field, particularly the Emergency Service of SCML, the various existing reception centres, the International Migration Organisation, the Social Security Services, and non-governmental organisations dealing with immigrant citizens, amongst others.

The special relationship which we have with the S. João de Deus Temporary Reception Centre (see above), the fruit of a partnership between ACIME, the S. João de Deus Organisation, Sintra Town Hall, the Jesuit Service for Refugees and the Catholic Work for Migration, has been of enormous importance in the resolution of many cases which have sought out the services of GAS.

3.3.2 Statistics

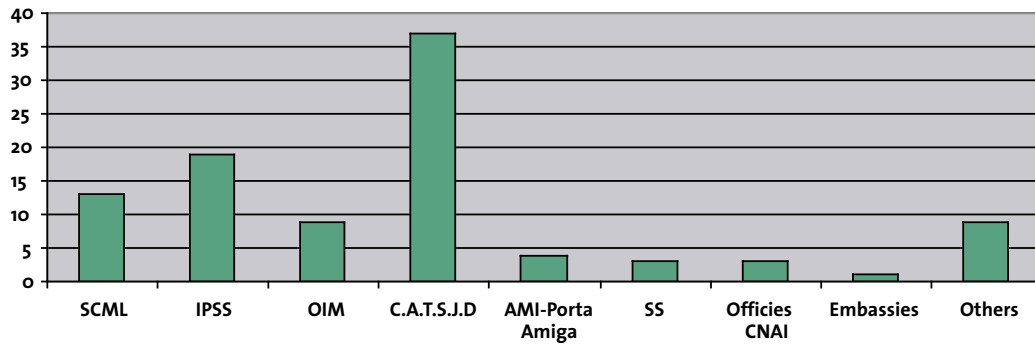
Through analysing the cases we have dealt with, there is a clear increase in the demand for the services of GAS, which has to do not only with more awareness of its work but also with the increase and burden of unemployment within the immigrant community which, without savings, quickly lapse into situations of extreme poverty. The following table shows the number of users rechannelled to other entities.

Nº of Enquiries GAS



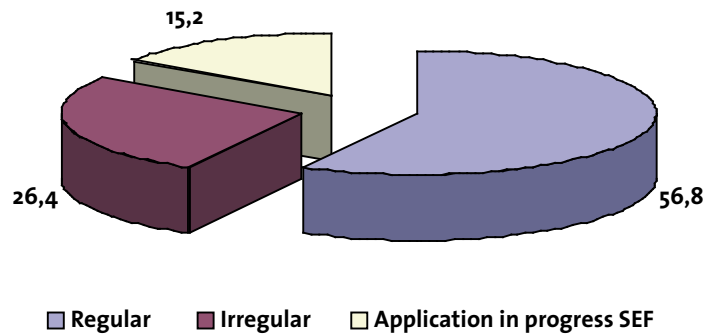


Redirections GAS



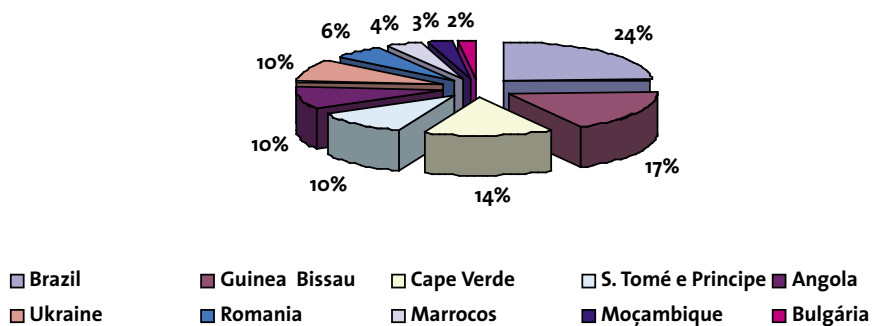
An important element to bear in mind when analysing this data is the legal situation of the users who seek the services of the GAS Office. Whilst most are in a regularised situation, it is felt that citizens in an irregular situation do not feel restricted from attending the CNAI and feel that it is an entity which in some way can help them.

Legal situation of GAS (as %)



The GAS Office has already dealt with citizens of 23 nationalities whilst, as can be seen in the following chart, most of the citizens come from Brazil, Guinea Bissau and Cape Verde.

Nationalities of Gas Users





In spite of the fact that the complexity of the cases has been increasing, the GAS office has managed to find a satisfactory answer to most of the users who have sought our services. The most complex question has to do with citizens who are in an irregular situation in Portugal but who do not wish or who cannot return to their countries or origin. Since August 2004, the GAS Office has been unable to find an answer to 25 users in such circumstances.

3.3.3. The S. João de Deus Temporary Reception Centre (CATSJD)

Taking into consideration the urgent welfare needs which a homeless immigrant in situations of extreme poverty has, ACIME has established a partnership, led by the S. João de Deus organisation which enabled the S. João de Deus Temporary Reception Centre to open in July 2003.



Located in the district of Colares, in the council of Sintra the São João de Deus Temporary Reception Centre (CATSJD) aims to provide temporary shelter to immigrants in an emergency humanitarian situation, but can also contemplate receiving national citizens in similar situations. It has a fifty bed capacity and the maximum stay at the Centre varies between 30 to 90 days.

Its operation was ensured until 1 June 2005, as the ISJD had shown its intention to not renew the cooperation protocol.

3.3.3.1. Partners

This centre has as entities who are partners, the Social Security, the High Commission for Immigration and Ethnic Minorities (AIMCE), Sintra Town Hall, the Jesuit Refugee Service (JRS), the Catholic Work for Migrations and the Portuguese Cáritas organisation.

Its annual budget is 400,000€, which comes from the Social Security (300,000 €), ACIME (50,000€) and the Sintra Town Hall funding (50,000 €).

3.3.3.2. Specific Objectives

Its specific objectives are:

a) To provide temporary shelter to immigrant citizens in a situation of humanitarian emergency or national citizens in similar situations, for a maximum period of 30 days, which in exceptional cases and in conformity with the period of time established by the Life Project (Projecto de Vida) scheme, extend to



a stay of 90 days, as long as this extension is absolutely essential and has been authorised by the Board of CATSJD;

b) To give psychosocial, legal support, access to health care, searching for a job and helping, in conjunction with the services of other partner organisations, in the processes of social reintegration, in accordance with the Project for Life scheme established when the future user is referred to this service and at the moment of admission within the Centre;

c) To ensure individual attention is given to users, on the part of the multidisciplinary technical team, which is made up of CATSJD staff working in an interdisciplinary fashion with partners using the Support Offices in accordance with existing protocols of obligation or which are made with other bodies or public or private services;

d) To encourage the participation of the user throughout his/her case, seeking to fulfil the objectives defined in his/her Life Project.

In order to carry out the project, the S. João de Deus Institution has a Director, a qualified Social Worker, an Administrative Assistant, a coordinator of assistants, 5 assistants and 4 interns.

3.3.3.3. Services provided and occupational activities

The services provided by CATSJD are:

- Shelter for a temporary period
- Food (breakfast, lunch, tea and dinner)
- Washing and dealing with clothing
- Psychological and social support
- Legal support
- Facilitating access to health services
- Health in the search for employment
- Promoting educational and cultural training

Within the level of occupational activities it is worth emphasising that every week each user is given various activities to do on a daily basis which are of an “obligatory” nature if the user does not have employment outside the centre, and this always presupposes that

- a) His/her occupation in a specific activity related to the functioning of the Centre;
- b) One or more training activities (related to linguistic, cultural or professional aspects);
- c) An activity related to the relationship within the community (biweekly)
- d) A support activity of an occupational/legal/psychological/medical nature in accordance with the user’s needs;
- e) A weekly voluntary activity in the outside community;
- f) Other activities: Occupation workshops.



3.3.3.4. Conditions of admission

Admission to CATSJD is made on the basis of an application being made by the relevant departments of partner organisations. In this way, applicants will be considered from:

- a) ACIME - High Commission for Immigration and Ethnic Minorities
- b) Sintra Town Hall – Health and Social Action Section
- c) The Jesuit Refugee Services (Serviço Jesuíta aos Refugiados) - Portugal
- d) Portuguese Catholic Work for Migrations
- e) Cáritas Portugal

Any other entities wishing to propose someone should give their proposals to the above mentioned partners, to meet the criteria and conditions of entry.

People are not admitted to the Centre who:

- a) have problems relating to alcohol or drug addiction;
- b) have a psychiatric problem and/or a contagious infectious disease;
- c) have a criminal record or criminal court cases underway (or criminal court cases pending)
- d) do not show clear motivation to follow the Life Project Scheme;
- e) do not accept the terms of these Regulations;
- f) have already used the Centre and been expelled from it.

Admission always presumes the existence of a Life Project scheme which encompasses a range of rehabilitation possibilities of a socio-professional and familial nature, and which seeks to create the conditions for the autonomy of the individual: becoming Legal (L) if that is possible, having the need to arrange employment and/or accommodation (NE, NA, NEA) or voluntary return (VR) to the country of origin or another matter different from these already mentioned.

The Voluntary Return programme is aimed at foreign citizens who, having entered Portuguese territory with a view to settling here, but for whom the principal reason which led to their emigration has not been satisfied, wish to voluntarily leave the country but do not possess the means to do so.

The return to country has been carried out in three different ways: through the International Migration Organisation (IMO), CATSJD (if not possible through the IMO), and through a consulate.

3.3.3.5. Statistical data

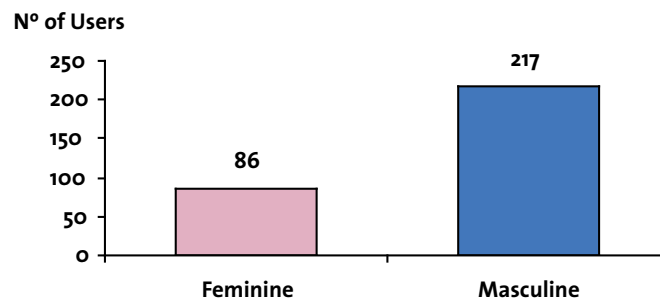
Since the inauguration of the centre in June 2003, until the end of January 2005, a total of 303 immigrants from 25 different nationalities have used the centre 121 of whom being proposed by ACIME.



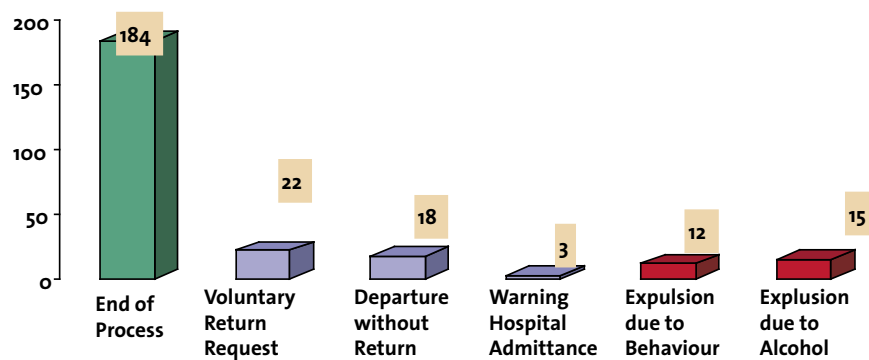
As regards the type of life project schemes there have been:

Life Project Scheme on entry to the CATSJD	
Legalisation	58
Employment need	4
Employment and Accommodation Need	32
Accommodation need	25
Other	45
Voluntary Return	79
Voluntary Return - Consulate	1
Voluntary Return - IMO	59
Total	303

As regards the breakdown of use according to gender, it is:

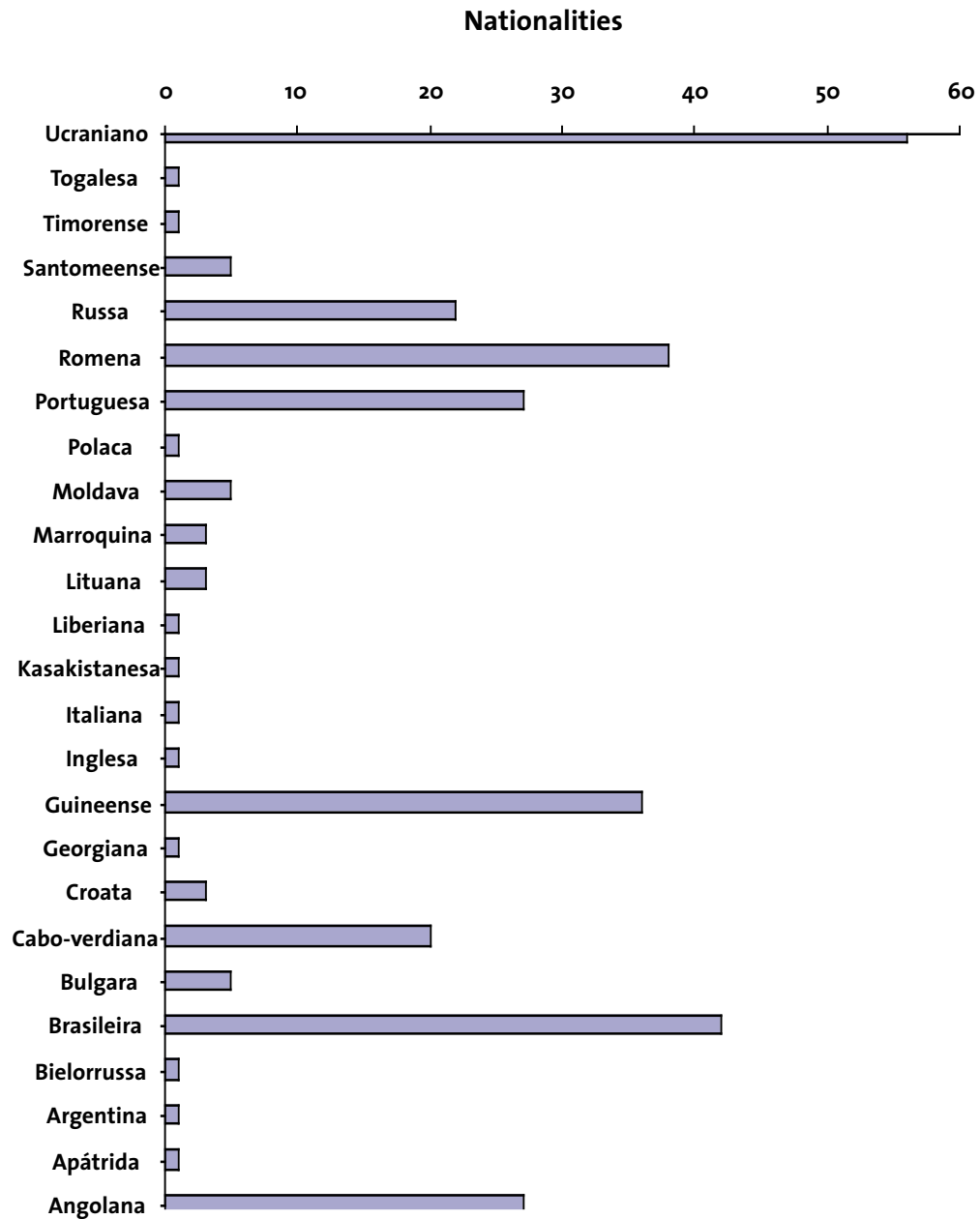


Of the 300 cases to be given shelter, 49 were still in the home at the time this report was written; of the 254 who had left, 184 reached the end of the life project scheme which had been originally planned.





The centre has been used by 25 different nationalities.



Nationalities Ukrainian Togolese Timorese Santomeense Russian Romanian Portuguese Polish Moldavian Moroccan Lithuanian Liberian Kazakhstani Italian English Guinean Georgian Croatian Cape Verdean Bulgarian Brazilian Belarusian Argentinian Stateless Angolan



3.3.3.6 Final points

Since its inauguration, the Centre has been working on a close relationship with the local community such that it can jointly work out solutions for the various problems which arise.

However, the isolation of the Centre sometimes makes the search for housing and accommodation difficult, as the residents are obliged to make long journeys which imply a lot of time and money spent on this. This fact also does not always make it easy for partners to collaborate in following up and channelling their requests though there is, wherever possible work carried out with the team working in the centre so that both share the worry to work hard in dealing with each case.

The Centre is unique and receives all immigrants with the exceptions specified in the conditions of admission which were previously outlined. It has recently been at full capacity and often has had a waiting list of candidates to be sheltered. Given the fact that the S. João de Deus has not renewed the protocol, we are now faced with the challenge of finding an alternative solution.

3.4 Unit for Insertion into Professional Life – UNIVA

Created from a partnership between IEFP and ACIME, the UNIVA within the CNAI were established on 26 March 2004 with the following objectives:

- a) Welcoming, informing and providing professional or educational guidance to immigrant citizens, seeking their integration into active life, and supporting them in the specification of their vocational and training course of action.
- b) Placing and following up on immigrants in their integration into active life;
- c) Support to attend work experience and professional training programmes and the promotion of other forms of contact with the work markets;
- d) Collecting and informing about job offers and professional training and the establishment of contacts with companies and other entities located within the job market;
- e) Providing information and support concerning the process of the recognition of the professional skills of immigrant citizens.

3.4.1. UNIVA Lisbon – how it works

UNIVA Lisbon has two posts to receive the public, staffed by sociocultural mediators who have been specifically trained in the area of vocational and professional guidance.

The schedule is the same as that of the CNAI, though activities outside this schedule have also been planned for.

In addition to the management software which is shared by all the departments within the CNAI, it was also necessary for UNIVA to produce its own database, in such a way as to design a better user profile,



and consequently match the supply and demand data and carry out the post-job placement service in a more efficient manner. This means that a user who wishes to register with UNIVA must fill out a small questionnaire so as to work out a profile which will enable a match to be made between jobs searched for and jobs available.

Besides receiving the public, another area in which the staff of UNIVA have worked on is sounding out the job market, through direct contact with companies.

Carrying out follow-up after job placement, through contacts with the companies and the users who have been placed, is also one of the lines of action of UNIVA which has allowed some more complex situations to be resolved in relation to work contracts, in terms of the regularisation of these or even with regard to salaries. There is an unquestionable advantage in being able to share the same physical space with representatives from IGT, SEF and Social Security, to mention the most sought after services, as this allows small problems to be resolved or small items of information to be exchanged extremely rapidly.

THE WORK OF UNIVA			
ACTIVITIES CARRIED OUT		No. of Activities	No. of Users Dealt with
TRAINING	Producing a Curriculum Vitae	23	23
	Specialised Training Sessions in Techniques of Looking for Work	1	13
REDIRECTION	Work Experience	2	2
	Employment	164	149
	Professional Training	2	2
	Other Services	216	206
PLACEMENT	Work Experience	2	2
	Professional Training	2	2
	Employment	309	306
FOLLOW-UP	Work Experience	2	2
	Professional Training	2	2
	Employment	306	306
TOTAL	1031	1015	

3.4.1.1. Job Centres

Since the creation of the Lisbon UNIVA, the Institute of Employment and Professional Training (IEFP) has always pointed the Job Centre in Benfica out as the preferred one for the UNIVA/CNAI to use when contacting Job Centres. This relationship was strengthened in the training which was provided by the Centre to the UNIVA mediators, but also in occasional contacts requesting specific information regarding access to the job market or access to professional training courses, or other matters relating to employment. In spite of this preferential relationship, UNIVA has also worked with many Job Centres as can be seen in the table reproduced below:



JOB CENTRE REGISTRATIONS		REDIRECTON TO JOB CENTRES	
JOB CENTRE	NO. OF USERS REGISTERED	JOB CENTRE	NO. OF USERS REDIRECTED
Alcântara	10	Alcântara	7
Alenquer	2	Almada	6
Almada	23	Amadora	16
Amadora	82	Barreiro	4
Barreiro	12	Benfica	10
Benfica	13	Cascais	14
Cascais	33	Conde Redondo	32
Conde Redondo	40	Cruz de Pau	1
Loulé	1	Citizen's Shop	2
Loures	54	Loures	10
Montijo	3	Moscavide	13
Moscavide	25	Picoas	4
Picoas	13	Sacavém	2
Porto Ocidental	1	Seixal	7
Póvoa de Varzim	1	Setúbal	2
Sacavém	2	Sintra	11
Santarém	1	Vila Franca de Xira	4
Seixal	13	TOTAL	145
Setúbal	3		
Sintra	35		
Tomar	1		
Torres Vedras	3		
Vila Franca de Xira	14		
TOTAL	385		

Of the 1584 users registered, 385 (24%) of the users are registered in Job Centres, with those in Amadora, Loures and Lisbon (Conde Redondo) the most used. As for redirection, 145 (9%) users were channelled to 17 different Job Centres.

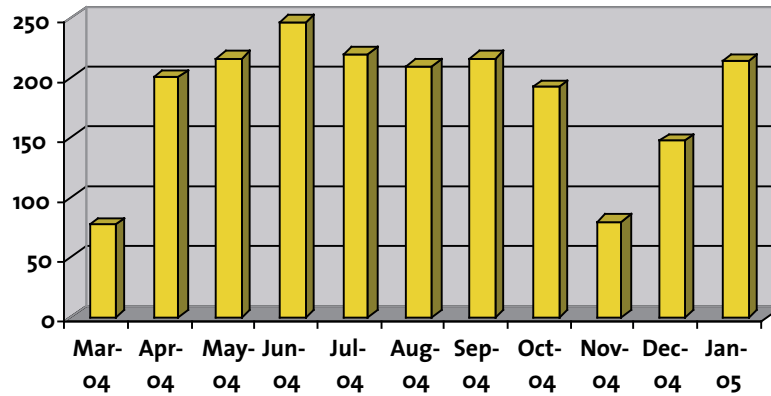
3.4.1.2. Statistical Data

UNIVA has recorded a monthly average of 200 users.

The decrease in November and part of December was due to the fact that UNIVA was unable to receive the public due to the two mediators which staff the unit being off work due to sickness.



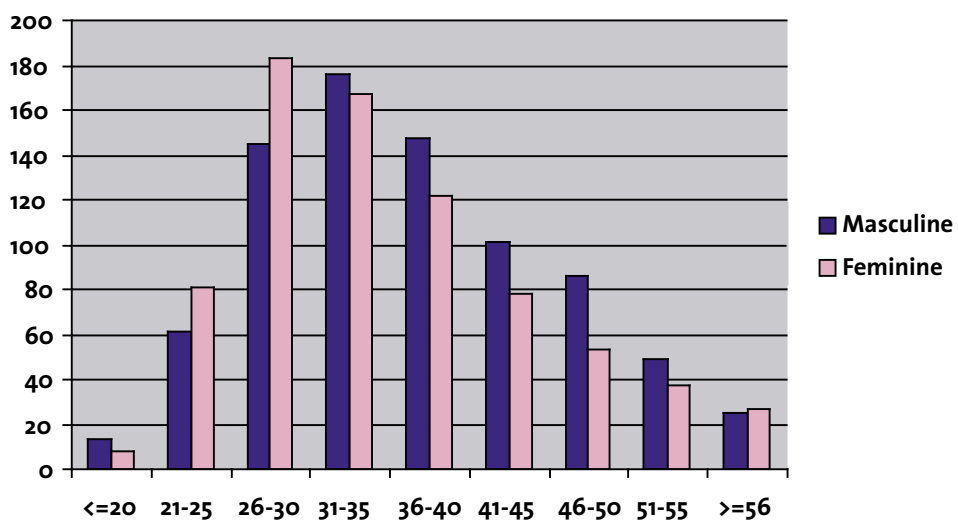
N° of Users Univa



Distribution according to Age and Gender

The table reproduced below shows that most of the users registered at UNIVA are aged between 26 and 40, namely 941 users (60%). It is also worth emphasising the significant number of users who are over 51 years of age (9%) Users under 20 years of age (1%) are those who currently use our services least.

As for gender, there is no significant different for each age group, With the exception of the 26/30 and 46/50 age groups. In the former there are more women than men (F – 183; M – 145) and in the latter more men (F – 53; M – 86).





Position with regard to Employment

POSITION WITH REGARD TO EMPLOYMENT						
Position with regard to Employment	Gender				No. of Users	
	M		F		T	%
	n	%	n	%		
1st Job	5	0,6	14	1,8	19	1,2
New Job	714	87,2	605	79,6	1319	83,3
Change of Job	77	9,4	101	13,3	178	11,2
Professional Training	7	0,9	10	1,3	17	1,1
Labour Status	8	1,0	14	1,8	22	1,4
Information about Jobs	8	1,0	5	0,7	13	0,8
Part-Time Supplement	0	0	10	1,3	10	0,6
Professional Training Information	0	0	1	0,1	1	0,1
Total	819		760		1579	99,7
	Other Cases				5	0,3
	Total Users				1584	100

As can be seen in the previous table, most of the users come to try and find help in arranging a new job (83%). Change of job is the next reason for registering.

Distribution according to Education and Gender

The educational qualifications of the users registered in UNIVA vary from incompleteness of Primary School up to having obtained a PhD. The level of educational attainment which the greatest number of users possess is the end of secondary school (12th year – 29.7%), the 9th year (25%) and a Licentiate Degree (17.8%).

As for gender, the differences regarding educational qualifications are not significant. It is also worth mentioning that 51% of the users have attained an educational level higher than that which is currently legally necessary (Portuguese 9th year).



Distribution according to Educational Level and Gender				
Schooling	Gender		No. of Users	
	M	F	No.	%
Without Information	-	-	18	1,14
<4th year.	35	25	60	3,79
4th year.	51	60	111	7,01
6th year.	85	101	186	11,74
9th year.	204	192	396	25,00
12th year.	259	212	471	29,73
Ordinary Degree	27	26	53	3,35
Licentiate Degree	151	132	283	17,87
Postgraduate Diploma	0	3	3	0,19
Master	0	1	1	0,06
PhD	1	1	2	0,13
TOTAL	813	753	1584	100,00

Nationality

As regards Nationality, the 1584 users originate from 54 different countries.

Of these, the most common, as can be seen in Table 4, are users originating from Brazil (20%), Ukraine (16%), Angola (14%), Guinea Bissau (11%), Cape Verde (9%) and São Tomé and Príncipe. As for the other countries, they make up 21% of the registered users.

Country	M	F	T	Country	M	F	T
Brazil	147	177	324	Nepal	1	1	2
Ukraine	166	87	253	Nigeria	2	0	2
Angola	99	127	226	Portugal	1	1	2
Guinea Bissau	76	100	176	Kyrgyzstan	0	2	2
Cape Verde	63	83	146	Sri Lanka	1	1	2
São Tome and Príncipe	49	65	114	Homeless	1	0	1
Russia	46	29	75	Algeria	1	0	1
Moldova	51	19	70	Australia	0	1	1
Romania	31	17	48	Bolivia	1	0	1
Bulgaria	8	11	19	Botswana	0	1	1
Mozambique	7	11	18	Brunei	0	1	1
India	12	2	14	Cameroon	0	1	1



Senegal	9	2	11	Kazakhstan	0	1	1	
Ghana	8	2	10	Korea	0	1	1	
Georgia	7	0	7	Egypt	1	0	1	
Pakistan	5	1	6	Spain	1	0	1	
Morocco	2	3	5	France	0	1	1	
Bangladesh	4	0	4	Gambia	1	0	1	
Colombia	1	3	4	Holland	0	1	1	
Cuba	1	3	4	Liberia	1	0	1	
Congo	2	1	3	Madagascar	0	1	1	
Philippines	0	3	3	Poland	1	0	1	
Tunisia	2	1	3	Rwanda	0	1	1	
(No data)	2	0	2	Tajikistan	1	0	1	
Belarus	1	2	3	Togo	0	1	1	
Guinea Conakry	2	0	2	Venezuela	1	0	1	
Lithuania	1	1	2	Italy	1	0	1	
					TOTAL	818	766	1584

Distribution according to Place of Residence





Geographical Location of UNIVA Users

Concelho = District Council

According to the data in the table, 1285 users reside in the Lisbon District, in the following main Council areas: Lisbon (409), Sintra (237), Amadora (162), Loures (149) and Odivelas (140). 176 users reside in the Setúbal district, of which 69 are from the Council of Almada e 49 from the Council of Seixal.

It is worth noting that there are 7 users registered from other parts of Portugal, that is, Braga, Porto, Santarem, Peniche and Vila Nova de Gaia.

Legal Situation

Legal Situation	No. of Users
No data	119
Previous Register	120
Shengen Visa	2
Transit Visa	0
Short Stay Visa	41
Temporary Stay Visa	51
Residence Permit	1
Study Visa	11
Salaried Work Visa	14
Work Visa	7
Permission to stay status	1030
Permission to Reside - Temporary	130
Permission to Reside - Permanent	42
Resident Permit	14
Refugee Card	2
TOTAL	1584

Analysing the legal situation of the 1584 users, it can be concluded that many users are in a rather precarious situation, and are unable to be redirected to job vacancies (216 users, around 13.6%).

Amongst those users who have Permission to Stay status and an application pending (973), it can be seen that 669 (around 68.8%) are in the process of renewing their legal document, which caused greater difficulties in finding employment for them.

As regards the 172 users who are legally here with the status of Permission to Reside (Temporary or Permanent), it can be seen that 75 (around 43.6%) have only applied for a Residence Permit, and are awaiting an answer from the Service for Border Control and Aliens (SEF), and so they are difficult to place in employment.

It is also worth noting the low percentage (10.8%) users who are in a relatively stable legal situation, without being dependent annually on having to present a work contract in order to keep their legal situation regularised.



Professional Areas in Demand

Professional Area	No. of users	Professional Area	No. of users
Building	333	Telephonist / Call-centre / Telemarketing	23
Household (Inside/Outside)	160	Odd jobs	18
Clearing	152	Gardening	14
Cooking	59	Dealing with the Public	13
Restaurant (Waiter/ Counter staff / Bar)	57	Kitchen	12
Factory / Stocking / Packing	57	Translation / Interpreting	11
Chauffeur	53	Engineering	8
Warehouse	41	Accountancy	7
Receptionist / Administrative / Office	37	Nursing	7
Home Help / Senior Citizen's Help / Family Helper	35	Hairdressing	7
Checkout Operator	29	Farming	5
Security / Guard / Porter	27	Medical Technician	4
Mechanic	26	Lorry Driving	3
Hostelry	25	Other	337
Shop / Sales	24	TOTAL	1584

According to the data in the table, the professional areas most in demand have been Building (21%), Household work (10%) and Cleaning (9%).

Description of Vacancies

a) Distribution and Date of the Vacancy Arising

2004										2005
Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
2	12	17	15	14	11	12	9	4	7	10
Total Job Vacancies (March 2004 to January 2005): 113										

Job Vacancy Source	
Companies	47
Institutions	9
Private	57
Total	113



b) Area of Vacancy (by Professional Area)

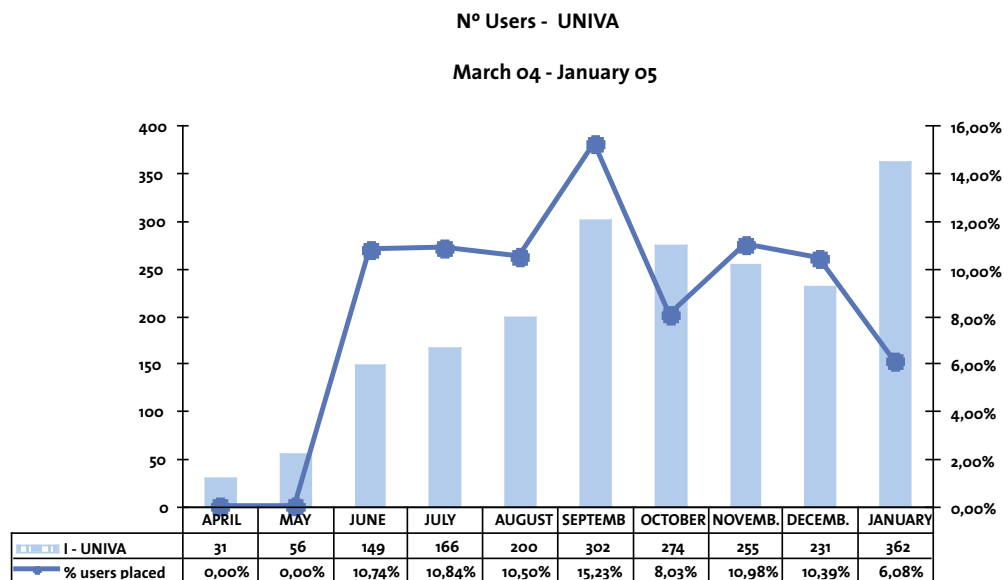
Professional Area	No. of vacancies	Professional Area	No. of vacancies
Household (Inside)	37	Stonemason	1
Household (Outside)	7	Tiler	1
Mechanic	6	Child care	1
Help to Senior Citizens	5	Counter	1
Formwork Carpenter	4	Warehouse	1
Waiting on Tables	4	Manicure	1
Chauffeur	4	Hairdresser	1
Monitor	4	Scaffolder	1
Farmer/Florist	4	Electrician	1
Farm Manager	4	Civil Eng.	1
Clearing	3	Project Designer	1
Teaching	2	Guard/Security	1
Informatics	2	Porter	1
Dressmaking	2	Family Help	1
Commercial / Sales	2	Mechanical Eng.	1
Administrative	2	Solder	1
Cooking	1	Labourers	0
Moulding	1	Educational Assistant	0
Building Site Foreman	1	Other	2

The table shows that the largest number of vacancies are in the domestic area, namely Household (inside) - 37 and Household (outside) - 7. Mechanics is the third most sought after area (6).

3.4.2. UNIVA Porto – How it Works

UNIVA is a service which promotes the professional integration or reintegration of foreign users, by supplying them with job offers, in a job breakdown designed by the Lisbon UNIVA.

This Service had, by January 2005, received 2,026 enquiries. 197 users were placed in the job market. (Mude No. of Users, Users Placed)



As regards the age range and gender profile it is:

Age Range	Gender		Total
	M	F	
< 25 years old	58	67	125
25 - 34 years old	229	131	360
35 - 44 years old	201	143	344
45 - 54 years old	177	96	273
> 55 years old	133	156	289
TOTALS	798	593	1391



As regards the profile of nationality and gender, we have received citizens from 39 countries:

Country	Gender		Total Users
	M	F	
Angola	32	33	65
Argentina	2	2	4
Australia	0	1	1
Bangladesh	2	1	3
Belarus	0	2	2
Bolivia	0	1	1
Brazil	133	167	300
Bulgaria	22	10	32
Cape Verde	49	11	60
Cameroon	1	0	1
Croatia	1	0	1
Egypt	12	0	12
Ecuador	1	3	4
Spain	1	0	1
Slovakia	1	0	1
USA	1	0	1
Guinea Bissau	29	6	35
Guinea Conakry	2	20	22
Ghana	26	0	26
Georgia	1	2	3
Greece	1	0	1
India	1	0	1
Kazakhstan	9	7	16
Latvia	1	0	1
Lithuania	19	5	24
Morocco	21	10	31
Mozambique	6	14	20
Moldova	20	9	29
Nepal	1	0	1
Pakistan	2	0	2
Portugal	12	8	20
Romania	43	6	49
Russia	105	85	190
São Tomé	6	5	11
Senegal	6	3	9
Tunisia	1	0	1
Ukraine	355	209	564
Uzbekistan	19	2	21
Venezuela	0	1	1
TOTALS	944	623	1567



As regards the educational qualifications and gender breakdown, it is:

Qualifications	Gender		Total
	M	F	
<4°	20	13	33
5°	0	1	1
6°	7	9	16
7°	15	8	23
8°	26	14	40
9°	29	10	39
10°	91	50	141
11°	67	54	121
12°	90	82	172
Secondary level	87	30	117
Univ. attendance	5	3	8
Ordinary Degree	1	0	1
Licentiate Degree	138	129	267
Master	4	4	8
Others	364	307	671
TOTALS	944	714	1658

It is of interest to consider the educational levels of the users who have come to UNIVA. Most of the users (267) have a level of schooling equivalent to a Licentiate Degree, followed by users with a level equivalent to the end of secondary education and similar levels of study. This factor is of enormous significance in analysing the type of immigrants who have chosen Portugal as a destination country.



Finally, the characteristics of the job vacancies:

Caracterização das ofertas de emprego	
Construção civil (trolha, carpinteiro, servente, etc)	28
Empregada doméstica interna	20
Empregada doméstica externa	19
Ajudante para vindimas	15
Empregada limpeza	9
Ajudante de cozinha	7
Empregado de balcão/mesa	8
Embaladores	5
Soldador	4
Carpinteiros de limpos	2
Cozinheiro/Pasteleiro	3
Ajudante para máquina de gravação de madeira	2
Serviços de jardinagem e lavagem de carros	1
Encarregado de armazém	1
Baby-sitter	1
Massagista	1
Funcionário administrativo	1
Farmacêutico	1
Empregada de lavandaria	1
Electricista	1
Manicure	1
TOTAL	131

Analysis of this table shows that most demand exists in professions such as building, household help or agriculture. It should be taken into consideration that some of these professions are not included in the up-to-date lists as defined by the Report on Job Opportunities.

3.5. SUPPORT OFFICE FOR THE RECOGNITION OF QUALIFICATIONS AND SKILLS (GARHC)

The full integration of immigrants with recognised qualifications and skills is an obvious plus for any host society. The obvious benefit of the presence of these qualified citizens, normally at the most active part of their working life, and without the costs associated with their training, seems to represent solid enough reasons to facilitate their full integration. And it is thus unquestionable that in socio-economic terms – beside the superior dimension of human feeling and solidarity – that taking full advantage of these human resources, at a time when the difference between economies is determined by human capital, must be a priority.



Reality shows that, in a variety of demonstrated situations, having the relevant organisations dispersed along with their respective opening hours, is often given as the reason for giving up on the process of the recognition of qualifications and skills, and thus creating a discrepancy between the qualifications which immigrants possess and the work which they in effect carry out which maintains or even gets worse.

3.5.1. Setting up and functioning

The setting up of the Office For The Recognition Of Qualifications And Skills (GARHC) was initially thought of in the following terms:

fh A service dealing with immigrants, with the main objective of developing an integrated and swift reply to requests for the recognition or equivalencing of academic qualifications and vocational skills;

fh A service resulting from a partnership between the various bodies which are involved in the processes of equivalence, namely the Ministry of Education, the Ministry of Science and Higher Education, the Ministry of Labour, through the Institute for Employment and Professional Training (IEFP), and depending for its operation on a permanent team established through a Cooperation Protocol between ACIME and two Immigrant Associations (Respublika ~Russian Immigrant Associations and SOS - Association for the Defence of Angolans),

fh GARHC deals with and redirects all matters related to vocational and academic recognition to the relevant authorities and follows the application through to its conclusion. It is only in this way, by providing an integrated answer that a truly useful service can be given to those who come to the Office.

It is the case that the partnership with the various ministries referred to above, who are involved in the process of equivalence, has been established at the informal level, and it has never proved possible to formalise it. The partnership was started at the time when an information booklet about the recognition of qualifications and skills was being produced and also with regard to concrete cases. In concrete cases it is worth emphasising the excellent information cooperation with the certification department of IEFP.

However, without this cooperation being formalised it will be impossible to realise the initial idea of creating a single office to receive and redirect applications.

GARHC started operating on 7 April 2003, in the ACIME premises in Lisbon, in the Foz Palace.

With the opening of the National Immigrant Support Centre – CNAI – it became possible to develop GARHC. When CNAI opened on 22 March 2004, GARHC started operating in the new premises, though just in the CNAI in Lisbon.

It is currently undergoing a restructuring process, and being evaluated to redefine its way of operating.

3.5.2. Statistical Data

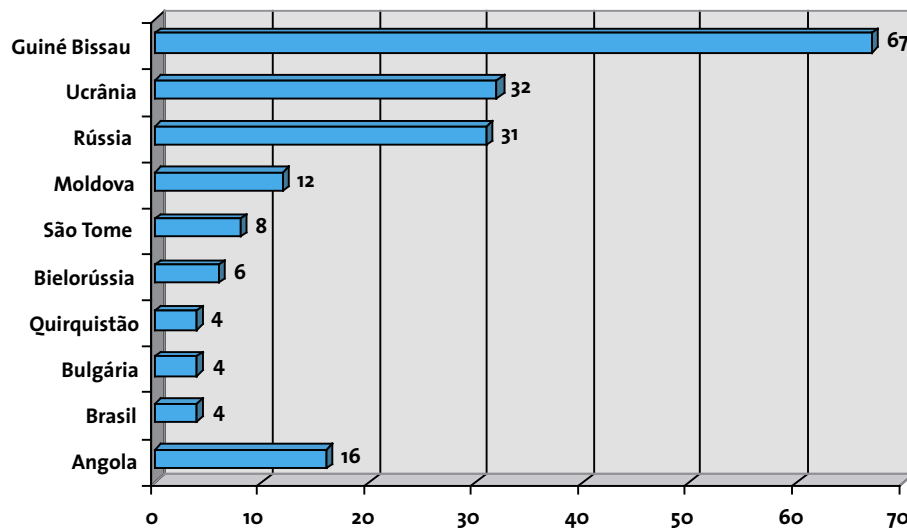
With regard to what the statistical data show, we will divide the presentation of the work of this Office into two periods: a first phase relating to the period between April 2003 and March 2004 (which were the dates the Office starting functioning at the ACIME premises in the Foz Palace – and the date the CNAI opened) and a second phase, from March 2004 to January 2005, relating to the opening of the CNAI and the first period of functioning there.



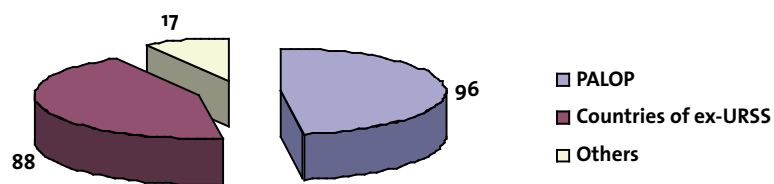
A- Data relating to the activities carried out from April 2003 to March 2004

201 individual cases were opened, concerning immigrants from 24 nationalities of which the following are the 10 most represented:

10 most nationality represented in GRHC

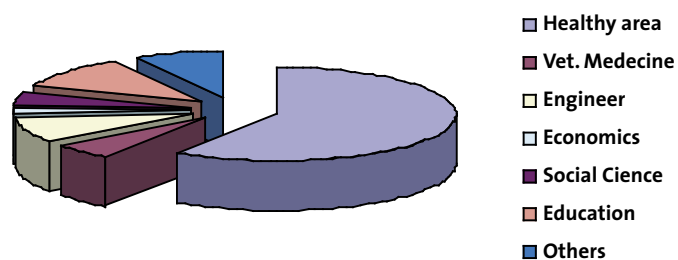


Distrib. by country groups



Thematic areas:

Distrib. by areas





Distribution of Nurses according the country they were trained in:

Angola	8
Belarus	2
Bulgaria	2
Cape Verde	2
Cuba	1
Guinea Bissau	57
Guinea Conakry	1
Moldova	4
Russia	5
São Tome	7
Ukraine	3
Yugoslavia	1
PALOP	74
Ex-USSR	14

B – Number of enquires received at CNAI between March 2004 and January 2005

In the period between March 2004 and January 2005, from the opening of the CNAI and its first period of functioning, the GARHC office dealt with a total of 586 enquiries.

3.5.3. Functioning of the Office

The GARHC team is currently made up of 2 members - 1 mediator, specified by an immigrant association, and 1 coordinator from the ACIME team.

GARHC deals with face to face, telephone and/or postal enquiries.

Users arrive at GARHC in two ways:

- Channelled from GAT – The Welcoming and Triage Office, in the usual procedure carried out by the CNAI.
- Directly, without going through GAT, when they come to GARHC for the second time, after having been given a credential - an internal CNAI document, which allows the user to return directly to one of the services without having to be attended again by GAT (e.g. an example of a situation which justifies issuing a credential is when a document is missing to make an application complete).

Whenever it is not possible to immediately reply to the question which has been put, the mediator responsible for dealing with the matter makes a note of the case and a contact and, once having studied



the answer to the question put, will take the initiative of re-establishing contact with the user and providing them with an answer to their questions.

As regards the average time to deal with an enquiry, this is very difficult to define/specify – most enquiries require a length analysis of documents, analysis and confirmation of translations, amongst other aspects.

The service receives around 20-25 phone calls a week, where the main requests are: information about application procedures, necessary documents, translations, teaching establishments and courses taught. As regards face to face enquiries, in most of the cases the users are residents of the Greater Lisbon and Setúbal districts.

3.5.4. Responsibilities of GARHC

1. To provide information about the legal system of recognition of qualifications and skills;
2. To support the preparation and legal justification for applications made to Universities;
3. To carry out mediation between two parties involved in a specific case – user / private body or institution where the application was made;
4. To provide any clarification and carry out any necessary redirecting to other bodies in cases which go beyond the responsibilities of the Office;
5. To establish cooperative channels with external bodies in such a way as to permit a suitable redirection to more suitable and better prepared bodies;
6. To follow up users through external bodies when the Office feels this is necessary.

3.5.5. Frequently Asked Questions

- general information;
- help in indicating/obtaining any necessary documents;
- information regarding translations and authentications of documents;
- teaching establishments and courses taught;
- help in choosing the most suitable institution to present a request;
- help with the resolution of a variety of problems which occur with the institutions;
- translations, search for a translator, proof reading of translations.

Other work carried out by the Office

- drawing up a complete list of academic courses and institutions in Portugal;
- searching for information about educational systems in other countries;
- searching for and collecting a range of enacted legislation.



3.5.6. Main problems detected

- Nurses from PALOPs countries who are holders of a General Nursing Course (proposal for Decree-Law under analysis by the Office of the Department of Health);
- Difficulties of obtaining documents from the country of origin (many immigrants come to the Office before going on holiday to their country of origin to find out which documents they should bring back in o
- Translation of documents and the authentication of translations;
- Difficulties in enrolling in professional bodies (which often asked for an excess of documentation);
- Difficulties in managing to obtain the syllabi of the subjects asked for by universities, given that a high degree of detail is asked for - and such a degree of detail that such syllabi become lengthy documents which makes their translation more difficult (translations then require a financial outlay beyond the means of the immigrants);
- The main problem which requests for equivalence at the level of elementary and secondary education is that immigrants from countries of the ex-USSR are in possession of documents which state they have completed secondary education and for which they are given only equivalence up to the 11th year, given that their educational system only consists of 11 years of schooling in order to complete secondary education;
- The problem of dentists who, after obtaining equivalence in Portugal, then have difficulties in managing to join the Portuguese Dental Association (Ordem dos Médicos Dentistas)

3.5.7. Contacts with other institutions

a) Contacts with national institutions

- Ministry of Science and Higher Education (Directorate-General of Higher Education);
- Ministry of Education (Department of Secondary Education and Department of Elementary Education);
- Ministry of Social Security and Work – Institute for Employment and Professional Training (IEFP)
- Ministry of Foreign Affairs – Directorate General for Consular Matters;
- Professional Associations - Portuguese Medical Association, Dentists Association, Nurses Association;
- A number of educational institutions;

b) Contacts with overseas institutions

- Contacts (via mail or telephone) with educational institutions in the countries of origin to help in obtaining necessary documentation;
 - The State Medical School of Zaporozhie (Ukraine)
 - The Technical Institute of Biskek (Kyrgyzstan)
 - The Kiev State University of Physical Education (Ukraine)
 - The Odessa State University of Economics (Ukraine)
 - The Odessa State University of Economics (Ukraine)
 - The Omsk Pedagogic College (Russia)
 - The National State University of Kyrgyzstan
 - The National University of Chernivtsi (Ukraine)
 - The State Pedagogic University of Novosibirsk (Russia)
 - Medical College of Cahul (Moldova)
 - State Technological Institute of Maikop (Russia)
 - P.I. Tchaikovsky State Conservatory (Russia)



- School of Pedagogy of Kyrgyzstan
 - The Tchernigov Medical School (Ukraine)
 - The Technical Institute of Lvov (Ukraine)
 - The State Technical Institute of Almaty (Kazakhstan)
 - The Department of International Cooperation of the Ministry of Science and Education of the Ukraine.
- Contacts with consulates and embassies - for example, telephone contacts and meetings with the Russian and Ukrainian Consulates in Portugal, telephone contacts with the Belarusian Consulate in France and that of Kazakhstan and Armenia in Spain.
 - Participation in the National Meeting of those responsible for International Cooperation with Higher Educational Establishments of the Russian Federation organised by the Ministry of Education (with more than 350 participants) - where a talk was given on the situation in Portugal regarding applications for the recognition of educational qualifications obtained in Russia, including a description of the main difficulties encountered by immigrants here. As part of this conference, various meetings took place with those holding posts in a number of Departments of the Ministry of Education in Russia and with representatives of several organisations which carry out coordination and international cooperation in the area of higher education.

(Note: as a result of these conversations a letter was prepared and handed over, via the Russian Embassy in Portugal, from the Ministry of Education of the Russian Federation to the Ministry of Science and Higher Education in Portugal, concerning a proposal for the establishment of working parties to develop bilateral cooperation documentation in the area of education and the recognition of qualifications and skills. A meeting has already taken place between the Secretary of State for Education and the Russian Ambassador).

3.5.8. Suggestions

1. Carry out a survey using data regarding both the secondary and higher educational qualifications of immigrants resident in the country;
2. Carry out a survey regarding the skilled labour needs (in the various sectors);
3. Create a working party to prepare proposals regarding the suitability of legislation in terms of bringing it into line with international documentation;
4. To promote the cooperation of the Ministries of Education, and of Science and Higher Education, with equivalent bodies in countries from where immigrants have come, in order to exchange information about educational systems and prepare a document which would simplify and speed up the process regarding the recognition of qualifications and skills.

3.6. THE IMMIGRANT LEGAL SUPPORT OFFICE (GAJI)

This Office is chiefly characterised by dealing with the immigrants, and providing counselling and help to them in the area of defending their rights.

Its creation was designed to provide a service dealing with immigrants with the main objective of developing a fast integrated answer to matters relating to information and legal protection, in the form of legal advice and support.



The need for an office providing such services arose after it was noted that the Office for Social Welfare existing at the time within ACIME was not able to meet such demands. In fact, this Service has been sought after by a very high number of immigrants looking for information and legal protection.

3.6.1. Partnership with the Portuguese Law Association (Ordem dos Advogados)

Faced with this situation and the increase in the demands for its services, ACIME established contacts with the Portuguese Law Association (Ordem dos Advogados) which resulted in the establishment of a Cooperation Protocol aimed at jointly establishing an Office providing Legal Support to the Immigrant.

The need for help is felt by immigrants at various levels, particularly in matters relating to the search for information, legal advice, help with channelling cases, formulating pleadings, bringing actions, etc..

Providing information and legal advice have been services to which both the Legal Office of ACIME as well as the Offices for Legal Advice run by the Portuguese Law Association and distributed through the country have managed to provide a response. However, the same cannot be said with regard to formulating pleadings, representation in court, or even legal support.

In fact, ACIME cannot provide a satisfactory response to the requests for legal support that it receives, and the same is true of the Portuguese Law Association, such that, as the name itself shows, the Offices for Legal Advice provide information and advice services but these do not cover needs regarding legal representation. Most of the time, it is a lawyer these immigrant citizens actually need. And it is this need for legal protection which is justified given that they do not have the financial means to bear the cost of a lawyer's services or to pay the costs resulting from a legal action.

The establishment of this Office came about as the result of the signing of a Cooperation Protocol between ACIME and the Portuguese Law Association, through which the latter is committed to supplying/delegating legal professionals to join the team which deals with the public, which is coordinated by ACIME, the body responsible for the functioning of the Office.

In the format as described above, the Office started functioning at the end of October/beginning of November 23, within the ACIME premises, in the Foz Palace, and relied on the services of two lawyers, working voluntarily, and selected by the Portuguese Law Association. It was soon realised that the number of people who had to be dealt with meant that the module chosen for its operation would not be sufficient to provide a satisfactory answer to the demand for its services.

3.6.2. GAJI in the CNAI

With the opening of the National Immigrant Support Centre (CNAI) in Lisbon and Porto, it became possible to create the Immigrant Legal Support Office (GAJI), building on the idea that the Immigrant Legal Support Office would be one of the offices dealing with the public within the CNAI administered by ACIME.

And thus it was that in establishing protocols with the immigrant associations, with a view to recruiting sociocultural mediators for the CNAI, some of the mediators specified by the associations would form part of the staff of the Immigrant Legal Support Office.



The GAJI Lisbon team is currently made up of 7 members – 6 mediators, chosen by the immigrant associations, who are all Law Graduates and practising or trainee lawyers, and one coordinator from the ACIME staff. The office in Porto is made up of 3 mediators who are Law Graduates.

The GAJI offices offer a service which can be either face-to-face, telephone or postal. When necessary, there is translation support when dealing with the public.

Users reach the GAJI office in two ways:

- They are directed there from GAT – The Welcoming and Triage Office – a service which has the task of receiving the public who go to the CNAI and then redirecting them to the specific services of the CNAI which they require.
- Directly - without going through GAT- when the users come to GAJI for the second time, after having been given a credential - an internal CNAI document, which allows the user to return directly to one of the services without having to be attended again by GAT (e.g. an example of a situation which justifies issuing a credential is when a document is missing to make an application complete).

3.6.3. Main areas of activity

1. System of entry, permanence, departure and exclusion of foreigners from national territory (commonly called “immigration law”);
2. Nationality;
3. Labour Law;
4. Social Security;
5. Access to the Law and the Law Courts.

3.6.4. Remit

1. To provide information regarding the regulations concerning entry, permanence, departure and exclusion of foreigners from national territory, and specifically the ways in which it is possible to regularise each specific situation;
2. To help in the legal justification and details of applications made to administrative authorities, and specifically the Service for Border Control and Aliens (SEF), the Inspectorate General of Work (IGT), and Social Security, amongst others;
3. To help in the legal justification and details of claims to be submitted to SEF for a preliminary hearing concerning cases of an administrative nature relating to the permanent stay of the users in national territory;
4. To carry out mediation between two parties involved in a specific situation – user/private entity or organisation responsible for the resolution of the matter;
5. To provide clarification and suitably redirect enquiries to other institutions in cases which go beyond the remit of the Office;
6. To establish working relations with external bodies in such a way as to enable the correct redirection to more suitable and better prepared organisations;
7. To follow up users when utilising outside bodies when the Office thinks this is necessary
8. GAJI does not involve itself in any way in cases where the user has already appointed a lawyer.



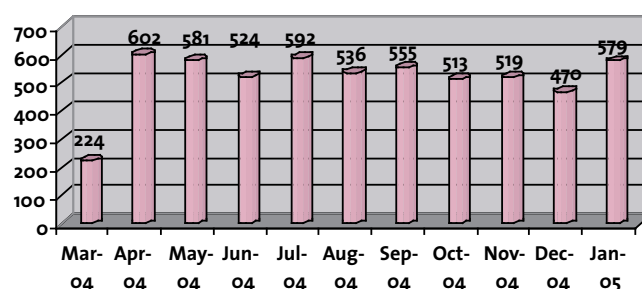
3.6. 5. Main future objectives

1. To continue to provide an excellent service with regard to informing, counselling and rechanneling (which implies continued effort in terms of study, training, constant monitoring of materials and also the creation of a set of typical answers so as to avoid any mistakes or errors in the replies given);
2. To maintain and/or strengthen the cooperation links with other bodies involved in the area and try and raise their awareness more fully with regard to important problems, such as social security payments, labour issues, accidents at work, access to law courts;
3. Increase the number of situations in which a mediator from GAJI is at hand alongside the user in the field along with the responsible bodies at the moment when he/she tries to resolve a specific situation;
4. To work in such a way as to resolve matters raised as principle problems which have been detected/ with a future solution;
5. To work in such a way as to resolve problems relating to the legal system of having access to the Law; fh alteration of the present legal system in such a way as to allow access to the Law by illegal immigrants and holders of APs whose countries do not have bilateral agreements with Portugal; fh greater ease in providing access to legal aid – the establishment of a “pocket/bank of lawyers”, who would be volunteers available to help immigrants in their legal affairs;
6. To attempt to create a “favourable” interpretation of the new Regularmentary Decree.

3.6.6. Statistical Data

Since the opening of the CNAI, on 22 March 2004, until 31 January 2005, 5758 face-to-face enquiries have been dealt with in the GAJI in Lisbon.

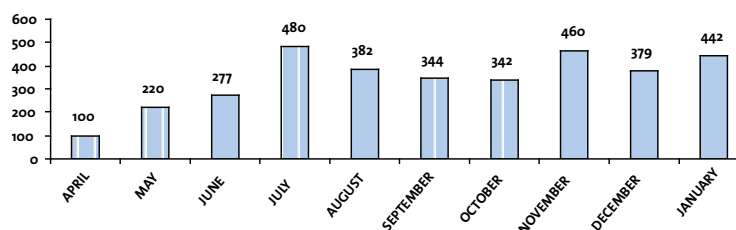
Nº enquiries GAJI Lisbon



In the GAJI in Porto, during the same period, 3426 immigrants were dealt with.

Nº enquiries GAJI Porto

March 04 - January 05





Chapter IV



Chapter IV

Fighting discrimination and racism

4.1. Commission for Equality and Against Racial Discrimination (CICDR)

The Commission for Equality and Against Racial Discrimination (CICDR) was established by Law No. n°134/99, of 28th August.

This Law seeks to prevent and prohibit racial discrimination in any form whatsoever and sanction the practice of any acts which may lead to the violation of any fundamental rights, or the refusal or restricting the exercise of any economic, social or cultural rights, by any person, due to their belonging to a certain race, colour, nationality or ethnic origin.

4.1.1. Remit

Under the terms of Article 5 of Law 134/99 of 28th August, the CICDR has the remit to monitor that this Law is respected. It therefore follows that the particular duties of CICDR are the following:

- to collect all the necessary information regarding the practice of discriminatory acts and the application of the respective sanctions;
- recommend the adoption of legislative measures, at the regularmentary and administrative levels, which it considers suitable to prevent the practice of discrimination based on race, colour, nationality, or ethnic origin;
- promote the carrying out of research work and studies concerning the issue of racial discrimination;
- produce and publish an annual report about the situation regarding equality and racial discrimination in Portugal.

CICDR is a specialised body which is independent from the Government (a fact which the international community and in particular international organisations, are very sensitive to – with a diversified make-up) in its fight against discrimination, in line with other equivalent European organisations (examples of which are: Austria – Ombudsperson for Equal Employment Opportunities, Belgium – Centre for Equality Opportunities and Opposition to Racism, UK – Commission for Racial Equality / Equality Commission for Northern Ireland).

4.1.2. Makeup

It is made up of a number of entities: these include, in addition to the High Commission for Immigration and Ethnic Minorities, representatives from the Portuguese Parliament, the Government, the Immigrant Associations, the anti-racist organisations, trades unions, employers' associations, and organisations acting to protect human rights as well as individuals chosen by the other members.



CICDR is made up of the following members:

- Chairperson – Father António Vaz Pinto, s.j
- Maria Celeste Correia – Member of Parliament
- Maria Natália Carrascalão – Member of Parliament
- Jorge Gaspar – representative of the Governmental Department responsible for Employment, Welfare and Social Security
- Catarina Mendes da Silva – representative of the Ministry of Education
- Octávio Lopes – representative of the immigrant associations
- Y Ping Chow - representative of the immigrant associations
- Manuel Correia – representative of the anti-racist organisations (Anti-Racist Front – Frente Anti-Racista)
- José Falcão - representative of the anti-racist organisations (SOS Racism)
- Carlos Trindade - trades unions representative (CGTP)
- José Manuel da Luz Cordeiro – trade union representative (UGT)
- Pedro d’Almeida Freire – representative of the employers’ associations (CCP)
- Sofia Baião Horta – representative of the employers’ associations (CCP)
- Teresa Tito de Morais - representative of the human rights organisations (CPR)
- Cidália Figueiredo - representative of the human rights organisations (AI)
- Geraldo Cruz Almeida – representative elected by the other members
- Rui Pena Pires – representative elected by the other members
- Anabela Sá de Abreu - representative elected by the other members.

CICDR has a Permanent Standing Body whose main function is to comment in advance on any decision of the High Commission with regard to the application of sanctionary measures, whether related to fines and/or accompanying additional sanctions.

The Permanent Standing Body is made up of:

- Chairperson – Father António Vaz Pinto, s.j.
- Cidália Figueiredo
- Geraldo Cruz Almeida

4.1.3. Legal framework

Law 134/99, of 28th August, was regulated by DL 111/2000, of 4th July, in which the system of sanctions was detailed as well as the list of bodies able to instigate actions (or able to carry out inspections regarding the matter).

Following the coming into force of DL 251/2002 of 22nd November (art. 3 c) CICDR was incorporated into the structure of the High Commission for Immigration and Ethnic Minorities – ACIME, as its main body, and the High Commissioner was empowered to coordinate its actions.

Following the coming into force of Law No. 18/2004, of 11th May, the Law which made a national legal order of European Directive nº 2000/43/CE, from the Council on 29th June, a Directive known as the “Race Directive”, which reinforced the role of CICDR as a body specialised in the fight against discrimination.

Any complaints resulting from an application of Law 18/2004, of 11th May (and of Law 134/99, of 28th August) may be made to CICDR itself, ACIME, a member of the Government whose position includes the area of equality and ethnic minorities or the relevant Inspectorate-General.



4.1.4. Meetings held and conclusions

During the mandate of the current High Commissioner for Immigration and Ethnic Minorities nine meetings of CICDR have been held.

During these meetings, CICDR discussed, expressed opinions, made rulings and considered the following main issues:

1. Complied with the Ruling of the Attorney General of the Republic, no. 50/2003- C MS, voted in the 26th September 2003 session of the Consultative Council of the Attorney General of the Republic, a ruling ratified by the Deputy Secretary of State for the Ministry of the President on 8th October 2003. The aforementioned Ruling, following the one issued at the session of the Consultative Council of the 12th June 2003 (Ruling 50/2003), concluded that: (1) – the reestablishment of the period of 3 years for the mandate of the members of CICDR did not mean the cessation of the mandate of the present members, and that this period only took effect when Decree-Law 251/2002, of 22nd November, came into force, (2) – the process of designating new representatives for CICDR from the Parliament and the Government, albeit not in line with the sense of Ruling 50/2003, issued in the session of 12th June 2003, do however constitute political acts in the strict sense, and not subject to legal control and definitive in their effects (following the ratification of the aforementioned ruling, the 1st meeting of the CICDR was called for 24th October 2003);
2. The election of 2 new members of CICDR - Anabela Sá de Abreu and Geraldo Cruz Almeida - following the resignations of Counsellors Teresa Pizarro Belez and Professor Bacelar de Vasconcelos;
3. The election of the new member of the Permanent Standing Body (CP) of the CICDR, given that Teresa Pizarro Belez had relinquished her post on it. Cidália Figueiredo was voted on to the Permanent Standing Body.
4. Approval of the new Internal Regulations of the CICDR;
5. Appraisal of the Law Proposal No. 81/IX, of 16th July 2003, which transposed Directive 2000/43/CE of the Council, of 29th June 2000, into national law, which applies the principle of equality of treatment between people, without distinction with regard to racial or ethnic origin, and which seeks to establish a legal framework to fight discrimination based on reasons of a racial or ethnic nature. A document was produced and signed by the Chairperson of the CICDR and sent to the Parliament and to the Government;
6. Approval of a proposal to hold a seminar on “Citizenship and Discrimination”, held on 17th and 18th November 2004, which dealt with 3 major themes: (1) the role of the family and racial discrimination (cultural and social component), (2) the role of public authorities (“Race” Directive and other institutional measures), (3) the importance of the labour market as a force for integration - see appended programme. A working group was set up to this effect, made up of CICDR Counsellors, Geraldo Almeida, Jorge Gaspar, Catarina Mendes and the MP Celeste Correia;
7. Approval of the basic format of the CICDR Annual Report to be published in February 2005. A working group was set up to this effect, made up of CICDR Counsellors Geraldo Almeida (rapporteur), José Falcão and Manuel Correia;
8. Approval of the proposal presented by the High Commissioner, Chairperson of CICDR, to include, within the envisaged protocol to be signed between the Association for Support to the Victim (Associação



de Apoio à Vítima) and ACIME, seeking to create a support office for the immigrant victim, the item of support for citizens who are victims of racial or ethnic discrimination. The aforementioned protocol was signed during the “Citizenship and Discrimination” Conference, held on 17th and 18th November 2004. The project bore fruition with the creation of a Unit for Support to the Immigrant Victim of Racial or Ethnic Discrimination (UAVIDRE). A working party was set up to this effect, made up of CICDR Counsellors Celeste Correia MP and Catarina Mendes. The aim in the setting up of this type of support is explicitly mentioned in Article 13, No. 2 of the “Race” Directive. N.º. 2; with the transposition of the “Race” Directive into national law (through Law No. 18/2004, of 11th May) this came to be legally binding with Article 8 No. 2 paragraph d) where it is explicitly stated that the High Commission for Immigration and Ethnic Minorities must provide victims of discrimination with support and any necessary information for the defence of their rights.

9. Report to CICDR by its Chairperson of the main content of the presentation to the Committee for the Elimination of All Forms of Racial Discrimination (UNO) of the 10th and 11th Portuguese Reports – Geneva, 12th and 13th August 2004. Reporting on the final observations of the Committee regarding the presentation of the reports by the Head of the Delegation (the High Commissioner for Immigration and Ethnic Minorities – Father António Vaz Pinto, s.j.).

4.1.5. Misdemeanour cases

As of 31st December 2004, the total number of cases following complaints based on discrimination on the basis of race, nationality or ethnicity which were recorded at CICDR totalled 45, of which 16 had been recorded during the mandate of the previous High Commissioner.

The quantitative breakdown of the cases, according to their year of entry in ACIME; is the following:

- 2000 Year . 02
- 2001 Year . 12
- 2002 Year. 15
- 2003 Year . 07
- 2004 Year . 09

The current situation is the following:

1. Guilty verdicts pronounced: 2 (P. 4/2001, 12/2001)
2. Guilty verdicts to be pronounced: 1 (P. 5/2004)
3. Cases to be archived, with the accused party absolved: 1 (P. 1/2000)
4. Cases to be archived, with the accused party absolved but in the processed of being notified: 1 (P. 7/2001)
5. The case is being decided: 1 (P. 4/2003)
6. Cases archived, due to lack of evidence, falling under the remit of the Department of Public Prosecution (having already been dealt with by the CP): 1 (P. 5/2003)
7. Case to be archived, due to lack of evidence (having already been dealt with by the CP), falling under the remit of the Department of Public Prosecution (who issued a ruling for the case to be archived) 2 (P. 5/2002, 8/2002)
8. Cases under investigation by the Department of Public Prosecution: 7 (P. 3/2001, 2/2002, 3/2002,



- 12/2002, 6/2003, 7/2003, 7/2004)
9. The case is being decided: 7 (P. 8/2001, 9/2002, 1/2003, 3/2004, 4/2004, 8/2004, 9/2004)
10. Archived due to lack of evidence: 4 (P. 6/2001, 9/2001, 1/A/2002, 14/2002)
11. Case to be archived, due to lack of evidence: 2 (P. 3/2003, 6/2004)
12. Archived for other reasons (having already been dealt with by the CP): 6 (P. 5/2001, 10/2001, 11/2001, 6/2002, 7/2002, 10/2002 - lack of data showing discriminatory practices and/or the absence of a reply from those reporting the act, in order to clarify the alleged facts and/or indicating action on the part of the entity the complaint was directed to correct the alleged behaviour, directly made to ACIME/(the Ombudsman)
13. With questions related to a conflict of authorities (deciding which entity is the suitable one to proceed with the case) 7 (P. 2/2000, 1/2001, 2/2001, 11/2002, 13/2003, 1/2004)
14. Cases awaiting a reply from the Inspectorate-General with the authority to pronounce on the case: 1 (1/2002)
15. Cases whose final decision was made by the IGT and which the CP wishes to have clarified: 2 (P. 4/2002, 2/2004)

4.1.6. “Citizenship and Discrimination” Conference



The “Citizenship and Discrimination” Conference” took place on the 17th and 18th November 2004 in the Altis Hotel in Lisbon, and had the following programme of events:

17th November

9.30 – Opening Session

- Mr. Feliciano Barreiras Duarte – Assistant Head of State for the Ministry of the Presidency
- Father António Vaz Pinto - High Commissioner for Immigration and Ethnic Minorities and President of CICDR

PANEL I – European Policy in the Fight against Discrimination

10.30 - Ms. Barbara Nolan – Representative of the European Commission – Presentation of the Commission’s Green Book

12.00 - Ms. Ana Vale – Manager of the Community EQUAL Initiative – The European Social Fund and the Fight against Discrimination

PANEL II – The importance of the Family in the Fight Against Discrimination

14.30 - Ms. Margarida Neto – National Coordinator for Family Matters

15.00 - Ms. Rosário Farmhouse (Jesuit Refugee Service) – Debate Chair

- Representatives of the Immigrant Associations



- Ms. Alcestina Tolentino (Cape Verde)
- Ms. Ludymila Bila (Ukraine)
- Ms. Lilian Garcia Rey (Cuba)

PANEL III – The Role of Public Bodies and Civil Society

16.30 – Presentations by Representatives from Public Bodies

- Mr. José Manuel Branquinho Lobo – National Director of the PSP (Police Force)
- Lieutenant-General Carlos Mourato Nunes – General Commander of the GNR (Police Force)
- Ms. Gabriel Catarino – Director General of the Service for Border Control and Aliens (SEF)
- Mr. A. Rodrigues Maximiano – Inspector General for Internal Administration (IGAI)
- Ms. Helena Lopes da Costa - Lisbon City Councillor

18.00 - Mr. João Figueiredo (ACIME) - Debate Chair

Presentations by Representatives of Civil Society

- Ms. Maria Cidália Figueiredo - Amnesty International (CICDR)
- Ms. Teresa Tito de Morais - Portuguese Council for Refugees (CICDR)
- Mr. Manuel Correia – Anti-racist Organisations (CICDR)

18th November

PANEL IV – Access to Basic Rights

9.30 - Mr. Henrique Nascimento Rodrigues - Ombudsman

10.45 - Mr. Geraldo Cruz de Almeida (CICDR) - Debate Chair

Representatives from the following Ministries:

- Mr. Lício Lopes (Departmental Head of SES) – Health
- Ms. Conceição Araújo (Dir. Gen. SS) – Social Security, Family and Children
- Ms. Graça Pombeiro (Dir.Gen. Innovation & Curricular Development) - Education
- Mr. António Charana (IEFP) – Economic Activities and Work

PANEL V – The Labour Market as a Factor of Integration

14.30 - Mr. Jorge Gaspar – Departmental Head for the Assistant Secretary of State for Work

15.00 - Companies with good practices in the field of integration

- Mr. Carlos Jacinto - SOMAGUE
- Ms. Juliana Valente – AIR LUXOR

16.30 - Mr. Rui Marques – Assistant High Commissioner - Debate Chair

- Ms. Sofia Baião Horta – CIP
- Ms. Cristina Morais – CAP
- Ms. Luzia de Carvalho – CCP
- Mr. Carlos Trindade – CGTP
- Mr. Luís Nascimento Lopes – UGT

Around 200 participants attended the conference and its proceedings will be published.



4.1.7. Partnership with the Portuguese Association for Support to the Victim (Associação Portuguesa de Apoio à Vítima - APAV) in order to set up a “Unit for Support to Immigrants Victims of Racial or Ethnic Discrimination (Unidade de Apoio à Vítima Imigrante e de Discriminação Racial ou Étnica – UAVIDRE)

On 17th November 2004 a protocol was signed between ACIME and the Portuguese Association for Support to the Victim (APAV) during the “Citizenship and Discrimination” conference. The protocol was to last for one year (2005) and included financial support to the value of 38,000 euros.

The object in creating this Support Unit is to be found in the spirit of the Community “Race” Directive, namely point (24) of its preamble, where it states that Member States should provide concrete assistance to the victims of discrimination based on racial or ethnic origin. This objective is explicitly mentioned in Article 13 No. 2 of the “Race” Directive. With the coming into force of the “Race” Directive into national law through Article 8 No. 2 paragraph d) where it is explicitly stated that the High Commission for Immigration and Ethnic Minorities must provide victims of discrimination with support and any necessary information for the defence of their rights.

UAVIDRE is a centralised unit with the mission of contributing to the promotion of the rights and the defence of the immigrant victims of crime and national, or foreign, victims of racial discrimination, whether due to their religion, nationality or racial or ethnic origin and to provide them with emotional support and information and legal counselling, as well as providing psychological support and welfare advice.

The UAVIDRE unit always acts in the spirit of integration, welcoming and acceptance of all immigrant citizens who have been the victims of racial discrimination, irrespective of their colour, religion, culture, nationality or ethnic origin. It bases its interaction model on a principle of equal treatment towards its users and respect for their decisions and for their culture and with the establishing of partnerships with other resources working within this fields, in order to provide those citizens with the necessary facilities to mount a suitable defence of their civil, economic and social and cultural rights, thus promoting the fight against the elimination of stereotypes in general and of self-stereotyping and other-stereotyping in particular.

UAVIDRE seeks to particularly be involved in cases of crimes involving racial or ethnic discrimination, as well as those concerning the carrying out of discriminatory acts which have been foreseen and which are punishable under the terms of Law No. 18/2004, of 11th May (the Law which transposed into national Law Directive No. 2000/43/CE, of the Council, of 29th June, known as the “Race Directive”), living off a prostitute’s earnings, slavery, forced marriage, trafficking of human beings for the purposes of sexual exploitation or providing help to illegal immigration and the commercialisation of human beings given that, due to the nature of such crimes, there are still few overt signs of this criminal activity, mainly due to the difficulty in identifying victims of these types of crimes and the way in which, when they are detected, their trail can be lost as they are absorbed by society.

UAVIDRE is also seeking, taking into account the constant dynamics in the development of criminality, to be alert to behaviour which, whilst not considered criminal, embodies violent forms of behaviour.

UAVIDRE wishes to be a mechanism to rectify inequalities and to overcome racial or ethnic barriers, and requires the multidisciplinary support of all foreign citizens or those who come from a minority group and who have been victims of a crime or of racial discrimination, due not only to their individuality but also to their aspects as a national or coming from another country or ethnic background.



In its day-to-day work, UVIDRE seeks to reach the following goals:

1. To provide general information and emotion, legal, psychological and social support without charge and in a confidential, personalised, humanitarian and professional manner to the target public mentioned in the previous section.
2. To promote reflection and standardisation in when dealing with and providing support for immigrants who are victims of racial or ethnic discrimination, in accordance with established codes of good practice and behaviour.
3. To help raise awareness and promote knowledge about the rights of immigrants who have been victims of crime and citizens who have been victims of racial or ethnic discrimination, as well as the existence of UVIDRE and its goals.

4.2. The European context of the fight against racism. Transposition of the Race Directive.

Principles concerning equality of treatment and non-discrimination are at the centre of the European social model. They represent the cornerstone of the rights and fundamental values which underlie the present day European Union.

Seen from this context, the “Race” Directive - Directive 2000/43/CE of the Council of 29th June 2000- is of particular importance, and its transposition to national law, Law No. 18/2004, of 11th May. The latter resulted in important changes:

1. It defines what should be understood as direct and indirect discrimination (following the definitions of the Directive very closely)
 - a) It considers that there is direct discrimination whenever one person is treated less favourably than another is, has been or would be in a comparable situation on grounds of racial or ethnic origin;
 - b) Indirect discrimination shall be taken to occur when an apparently neutral provision, criterion or practice would put persons of a racial or ethnic origin at a particular disadvantage compared with other persons;
 - c) Behaviour based on one of the factors outlined in the previous sections is not considered discrimination if, as a virtue of the nature of these actions or in the means of achieving them, this factor constitutes a justifiable and determinant reason for achieving that, given that the aim is appropriate and necessary;
 - d) An instruction to discriminate against persons on the basis of racial or ethnic origin is considered discrimination within the meaning of the first section.
2. A definition is given as to what is considered harassment: Harassment is considered discrimination within the meaning of the paragraph 1 when an unwanted conduct related to racial or ethnic origin takes place, with the purpose or effect of violating the dignity of a person and of creating an intimidating, hostile, degrading, humiliating or offensive environment.
3. Associations which have the aim of defending non-discrimination based on reasons of racial or ethnic origin may legitimately intervene on behalf of the interested party, with their approval in any corresponding judicial procedures;
4. The onus of proof is inverted under the following terms: the plaintiff who alleges he/she has suffered discrimination has to substantiate this claim. The respondent has to prove that the differences in treatment were not founded on any form of discrimination (direct, indirect, harassment or that the context of



the carrying out of the discriminatory act was justifiable, as it was legitimate and proportional);

5. The following retaliatory acts are considered null: A retaliatory act which implies treatment or unfavourable consequences to anybody when carrying out their right to complain or acting in order to defend the principle of equality of treatment is declared null.

6. The High Commission for Immigration and Ethnic Minorities has been given the competence to provide victims of discrimination with support and any information necessary for the defence of their rights.

4.3. Other activities carried out by ACIME related to questions of discrimination

The following one-off activities carried out by ACIME in the area of fighting discrimination are worth highlighting:

1. Rehousing of Gypsies in Rio Maior (Complaint received from SOS Racismo), providing in situ support, along with the police and administrative authorities.
2. Discrimination (Complaint by a Gypsy citizen against the Chamusca Town Hall); Mediation carried out by a member of the High Commission.
3. The Gypsy S. Brás de Alportel encampment - Mediation carried out by a member of the High Commission.
4. Media Reporting of the Gypsies in Faro- Mediation carried out by a member of the High Commission.
5. Street Sellers in Moscavide (of Gypsy ethnic origin) – dissatisfaction of the location of their stand in the marketplace – conflicts with officers of the PSP police force – the matter was successfully mediated between members of ACIME, the PSP and the Association of Roma Workshops (Associação das Oficinas Romani) – (August 2003).
6. The intervention of ACIME was requested regarding the transfer of children of Gypsy origin from the Tocha School to Pelichos. The transfer was then carried out in accordance with the wishes and needs of the guardians of the children involved (September 2003);
7. The transfer of children of Gypsy origin from the Teivas School to the Rebordinho School (Viseu) – ACIME followed the matter at close hand, through being kept informed by the responsible bodies of these schools in Viseu, and made representations regarding the importance of finding a solution in keeping with the Law and the needs of the Gypsy families involved. Information was then provided to ACIME that the matter in question had been resolved (October 2003);
8. A complaint made by the “Gypsy Social, Cultural and Recreational Association of Coimbra” against the TVI television station, regarding the programme “Olá Portugal”, in which a citizen of Gypsy origin sometimes appeared in a rather undignified manner. ACIME contacted TVI which in turn contacted the Gypsy Association to try and clarify positions and attitudes. The Association was then invited to participate in the Programme, which completely removed the disagreeableness shown by this Association (May 2004).
9. Action concerning the Northern Regional Educational Board concerning discrimination against gypsy children in Bragança. (October 2003 and January 2005)



10. Action concerning the Parish Council of Trigaches (the Alentejo) regarding a communication which contained discriminatory references (January 2005).
11. Action concerning the Serpa Town Council regarding alleged discrimination against citizens from the Gypsy community. (January 2005)
12. Action concerning the GNR Police Force General Command concerning alleged discriminatory behaviour by the GNR in Serpa in relation to citizens from the Gypsy community. (January 2005)
13. Action concerning the Beja and Cuba Town Councils regarding the demolition of illegal dwellings belonging to citizens from the Gypsy community. (February 2005).

4.4. Publications and specific activities

In addition to the research carried out by the Immigration Observatory and the publications produced by the Office for Education and Training, the following publications were produced specifically to fight racism:



- A Book about “Fighting Racism - the Legal System” - 1st Edition in September 2003; 2nd Edition- published in November 2004 (corrected, and extended with the inclusion of Law No. 18/2004, of 11th May);

- Information booklet about “Legal Means to Fight Racism and Xenophobia”;





It is also important to highlight other activities carried out by ACIME in the field of fighting discrimination:

- Distributing the Information Booklet “The Ombudsman and the Defence of the Immigrant”;
- Distribution to schools, at a national level, through the Programme “Safe School” (Escola Segura) of the PSP Police Force, of the book “Racist. Me?! (Racista, Eu !?)”, published by the European Commission;
- Help provided in the reformulation of the Book (through the provision of background texts) published by MAI entitled “Immigrants and Ethnic Minorities”, at the request of the Consultative Council for the Training of the Armed and Security Forces.
- Cooperation with the Service for Border Control and Aliens (SEF) in the training course involved in the promotion of Inspectors, within the area of the course on “Human Rights” – from 25 October 2004 to 2 November 2004;
- Involvement in the Seminars (Lisbon and Porto) on “Mediation as a Form of Conflict Resolution?” (in cooperation with the security forces);



Chapter V



Chapter V

Alongside Immigrants

5.1. Technical and financial support for Immigrant Associations (IA)

Right from the start of our activities, it has been understood that work with the Immigrant Associations is central for carrying out ACIME's mission, in accordance with the provisions of Decree Law no 251/2002 of 22nd November.

If, on the one hand, they are the legitimate representatives of the immigrant community, they are, on the other, often the best partners to carry out activities on behalf of immigrant citizens, whether this is under their own initiative or promoted by other bodies.

In this respect, ACIME has sought to link its work in the best possible manner to that of the IAs. Although not limited to this, the Technical Support Office for Immigrant Associations (GATAI), set up in 2004 as part of the CNAI, aims to promote immigrant association life, in accordance with the policy of welcoming and integration established by ACIME. The aim is to set up an association support network for the different immigrant communities, which may carry out projects that allow them to conserve and transmit their culture, especially with the second generation in mind, and support integration.

With the target of meeting the needs that many IAs have in terms of spaces and facilities, the following have been provided: IT equipment, internet access and spaces for meetings and get-togethers (namely in the CNAI-Lisbon auditorium). However, it is through its technical staff that this office collaborates the most with the IAs by:

- monitoring and participating in projects carried out on the ground, representing ACIME at conferences, seminars, cultural events, working meetings, parties and other events promoted by the IAs. This effort to be a joint presence close to these organisations is justified especially for what this means on the level of recognising the work of many association leaders, for the contribution hopefully given to the association movement and for the diagnosis of reality that this allows.
- supporting and monitoring different associations in the processes of recognising representation of immigrants (and their descendents) and presenting requests for funding. Whenever ACIME is contacted by an Association to formalise their representative nature, it meets at least once with the Association, normally where the latter carries out its activities. This is a way of getting to know the work the Association performs and supplying information about the procedures that must be satisfied to achieve what is desired, i.e. the necessary documents and criteria to be followed.

Simultaneously, the GATAI also meets with the IAs, whenever they present requests for financial support. This office has assisted COCAI in drafting reports on recognition and funding requests, with a view to giving an opinion as set out in law. In this respect, it is necessary to gather information on the request presented and the institution's ability to carry out the objectives proposed. Furthermore, the aim is also to give support to associations, the objective being that the projects presented may be approved.

For this to happen, the initiatives presented have to be eligible, in accordance with the content of no 2 of Article 8 of Decree Law 75/2000 and should bear in mind the appreciation criteria to which they will be subjected. This is a relatively recent law and many IAs are faced with a lack of qualified technical and human resources. This makes it of fundamental importance to support IAs technically as a means of achieving better results in the projects they carry out or aim to carry out.



Between July 2002 and February 2005, 88 requests for financial support were approved (43 requests for sporadic support and 45 for annual support) giving a total of 962 thousand Euros. (See Appendix)

These projects especially involve developing information services regarding the rights and duties of immigrant citizens in Portugal, staging seminars, cultural events and parties, developing school support and free time activities with children and young people, aiding prisoners and purchasing equipment, among others.

It is also the GATAI's responsibility to assess and monitor projects, seeking to guarantee the correct usage of allocated funds. It is also on this level that the Office performs important rearguard work for the IAs, by supporting them in their respective reports, seeking to find answers to the organisational and technical weaknesses characteristic of many Associations.

5.2. Training Opportunities for association leaders

ACIME's permanent contract with the IAs has shown the need for providing the latter with technical and human resources to carry out their projects. In this respect, ACIME saw fit to carry out a training scheme for Association Leaders, through which qualified trainers could minister training connected with central topics in the daily lives of the IAs. For this end, a partnership was formed with the Centre for Research into the Portuguese Economy (CISEP) and the Centre for Research into the Economic Sociology of Organisations (SOCIUS), both part of the Technical University of Lisbon, to teach the 1st Course for Association Leaders. The course started on 12th November 2004 and finished on 5th February 2005. It was divided into 6 thematic areas: Association life, communication and decision, leadership, accountancy, project management and funding. This course is currently undergoing assessment. 32 trainees from different Associations took part:

- Association for Rec. IMPROVEMENTS tALUDE
- Association OF THE CHILDREN AND FRIENDS OF JETA ISLAND
- THE OPORTO LUSO-AFRICAN METHODISTS Association
- THE TAME immigrants Association
- MORABEZA - Association FOR COOPERATION AND DEVEL.
- THE immigrant SUPPORT Association – S. BERNARDO
- Association FOR NATIVES OF PELUNDO RESID. IN PORT.
- FÁTIA - AssOC. OF ROMANIAN AND MOLDOVAN immigrants
- THE TREATY OF SIMULAMBUCO Association
- ASSOC. OF immigrants FROM THE MUNICIPALITY OF V. F. Xira
- Association OF ANGOLAN STUDENTS IN Portugal
- THE AFRICAN STUDENTS' SUPPORT ASSOCIATION.
- PORTUGUESE CENTRE FOR ARABIC-PULAAR AND ISLAMIC CULTURE STUDIES
- BEREG - THE SOCIAL MOVEMENT FOR CLARIF. INFORMATION
- YOUTH SPACE Association (Associação Espaço jovem)
- Association FOR SOCIAL SOLIDARITY - ASSOMADA
- ANGOLAN SOCIAL FORUM
- ASSOC. Alto Cova da Moura SPORTS CLUB
- NO LIMIT SUPPORT Association (Associação Apoio Sem Limite)
- Prosaudesc-AssOC. OF PROMOTORS OF HEALTH, THE ENVIRONMENT AND SOCIO-CULTURAL DEVELOPMENT
- SINES CAPE VERDE Association
- MAKTOUB - ARAB IMMIGRANT SUPPORT ASSOCIATION



- ASSOC. OF YOUNG PEOPLE FOR A HEALTHY AMADORA
- CAPE VERDIAN Association
- mOLDOVAN CULTURAL CENTRE
- CAPE VERDE UNITED
- LISBON “HOUSE OF BRASIL” (Casa do Brasil)
- mILL OF YOUTH CULTURAL Association
- Association OF THE CHILDREN OF CALEQUISE RESIDENT IN Portugal - AFICAP
- Association OF UKRAINIANS IN Portugal
- EDINSTVO – Association OF immigrants FROM EASTERN COUNTRIES
- FILIPINO CLUB Association

In addition to this course, one can also mention the participation of various association staff (40) in the “Law and Immigration” Courses, which took place at the Catholic University of Lisbon, in 2003, 2004 and 2005 in partnership with ACIME. The courses consisted of the following modules:

- Citizenship And Nationality (12 Hours)
- International and European Law (8 Hours)
- Foreigners’ Statutory Legal System (12 Hours)
- Labour Law (6 Hours)
- Social Rights (6 Hours)
- Penal Law (6 Hours)
- Legal Protection (6 Hours)
- Social And Human Sciences (14 Hours)

Academic Coordination was carried out by Prof. Dr. Rui Medeiros and Dr. Jorge Pereira da Silva.

5.3. Recognition of new Immigrant Associations

Recognition of being a representative body is given to associations that request it by the High Commission for Immigration and Ethnic Minorities, preceded by the opinion of the Advisory Council for Immigration Affairs (COCAI), provided they meet the conditions foreseen in the law, have a minimum 100 associates and can meet the requisites outlined below.

Cumulative requisites for presenting a request for recognition

- Published statutes and respective extract published in the Diário da República official journal
- Election minutes of the incumbent social bodies
- Enrolment in the National Register of Legal Persons and with respective Legal Person’s Identification Card
- Have the promotion of immigrants’ rights and specific interests enshrined in its objectives or business name/public document
- Carry out activities showing real promotion of immigrants’ rights and specific interests

Between July 2002 and February 2005, 38 IAs were awarded representative status for immigrants and their descendents:

- THE VILA FRANCA DE XIRA MUNICIPALITY ASSOCIATION OF AFRICANS
- THE IMMIGRANT SUPPORT ASSOCIATION
- MORABEZA- ASSOCIATION FOR COOPERATION AND DEVEL.
- RESPUBLIKA-ASSOCIATION OF RUSSIAN-SPEAKING IMMIGRANTS



- ASSOCIATION FOR SOCIAL SOLIDARITY - LOURES AMADORA - ASALA
- THE OPORTO LUSO-AFRICAN METHODISTS ASSOCIATION
- THE ALGARVE CAPE-VERDEAN ASSOCIATION
- THE SETÚBAL CAPE-VERDEAN ASSOCIATION
- SINTRA CAPE VERDEAN ASSOCIATION
- ASSOCIATION OF IMMIGRANTS IN THE AZORES
- UNION OF ANGOLAN YOUTH IN PORTUGAL
- THE TREATY OF SIMULAMBUCO ASSOCIATION - CASA DE CABINDA
- THE WORKING GROUPS FOR THE PROJECT OF SEVEN - GTP7 - ASSOCIATION
- THE SOCIAL MOVEMENT FOR CLARIFICATION AND INFORMATION
- ASSOCIATION OF IMMIGRANTS FROM EASTERN COUNTRIES - EDINSTVO
- FSA - ANGOLAN SOCIAL FORUM
- FASCP - SOCIAL SUPPORT FUND FOR CAPE-VERDEANS IN PORTUGAL
- NO LIMIT SUPPORT ASSOCIATION (ASSOCIAÇÃO APOIO SEM LIMITE) - ASLI
- ASSOCIATION OF UKRAINIANS IN PORTUGAL
- BRASILIAN ASSOCIATION OF PORTUGAL
- MOLDOVAN CULTURAL CENTRE
- ASSOCIATION OF PROMOTORS OF HEALTH, THE ENVIRONMENT AND SOCIO-CULTURAL DEVELOPMENT
- THE AFRICAN STUDENTS' SUPPORT ASSOCIATION.
- GONDOMAR IMMIGRANTS ASSOCIATION
- PORTUGAL/MOZAMBIQUE ASSOCIATION
- LUSOPHONE CONSORTIUM - ONGD
- CAPE-VERDEAN ASSOCIATION IN THE NORTH OF PORTUGAL
- CASA DE ANGOLA - ONGD
- RESIDENTS OF AMADORA AND SINTRA MUNICIPALITIES RECREATIONAL AND CULTURAL ASSOCIATION
- FRATIA – ASSOCIATION OF ROMANIAN AND MOLDOVAN IMMIGRANTS
- CASA DA GUINÉ
- ASSOCIATION FOR COOPERATION AND SOLIDARITY STUDIES “MIGRANT WOMAN”
- ARAB IMMIGRANT SUPPORT ASSOCIATION
- PORTUGUESE CENTRE FOR ARABIC-PULAAR AND ISLAMIC CULTURE STUDIES
- MORE BRASIL ASSOCIATION

39 more Immigrant Associations are still in the request for recognition process – not yet having been submitted to the Advisory Council for Immigration Affairs (COCAI) for its opinion, as not all the necessary documentation is present:

- THE ANGOLAN FORUM FOR COMPETITIVE KNOWLEDGE INNOVATION AND DEVELOPMENT - FACIDE
- ASSOCIATION OF THE CHILDREN AND FRIENDS OF THE PETICHE AREA – GUINEA-BISSAU, RESIDENT IN PORTUGAL
- VALE DA AMOREIRA CAPE-VERDEAN ASSOCIATION
- FONTÁINHAS SOCIO-CULTURAL AND SPORT YOUTH ASSOCIATION
- MOITA AND FRIENDS OF ANGOLA ASSOCIATION
- NADEZHDA SOCIO CULTURAL ASSOCIATION
- “CHILDREN AND FRIENDS OF BACHIL” ASSOCIATION - AFAB
- ASSOCIATION FOR EAST-TIMORESE - APARATI
- ASSOCIATION OF THE CHILDREN AND DESCENDENTS OF CANHOBE
- ADVENTIST IMMIGRANT ASSOCIATION FOR SOCIAL SOLIDARITY
- ALIF LAM – PORTUGUESE ASSOCIATION FOR COOPERATION FOR THE DEVELOPMENT OF THE ARAB-MUSLIM WORLD
- PEDREIRA DOS HÚNGAROS CULTURAL AND SPORTS ASSOCIATION
- AFRICA REBORN – ASSOCIATION FOR FOOD SUPPORT



- ASSOCIATION OF PEOPLE FROM TOGO IN PORTUGAL
- ASSOCIATION OF EMIGRANTS AND FRIENDS OF BUGULHA-BATUCAR IN PORTUGAL
- ASSOCIATION OF ANGOLAN STUDENTS IN PORTUGAL
- GUINEASPORA – FORUM FOR GUINEANS IN THE DIASPORA ASSOCIATION
- NOUNI - ASSOCIATION FOR COOPERATION AND DEVELOPMENT
- E.A.D.S. - ASSOCIATIVE LINK FOR SOCIAL DEVELOPMENT
- ANAC – ASSOCIATION FOR THOSE BORN IN AND FRIENDS OF CAIÓ
- MAGOS – ORGANISATION OF THE FRIENDS OF SÃO GREGÓRIO MAGNO - ASSOCIATION
- LAAMTEN ASSOCIATION – VALUING AND RAISING THE PROFILE OF FULA LANGUAGE AND CULTURE
- UNITED FOR THE PROGRESS OF THE BUBAQUE ISLAND ASSOCIATION
- AACILUS – SUPPORT FOR LUSOPHONE CITIZENS’ ASSOCIATION - OPORTO
- BURBUR ASSOCIATION - OPORTO
- AVEIRO ORTHODOX CHRISTIAN ASSOCIATION
- ASSOCIATION OF FRIENDS OF PORTUGAL AND GUINEA-BISSAU - OPORTO
- ASSOCIATION FOR THOSE BORN IN AND FRIENDS OF ANGOLA N’GOLA – OPORTO
- MINHO GUINEAN ASSOCIATION –BRAGA
- INDIAN ASSOCIATION - OPORTO
- CASA DO LESTE – SOCIAL SOLIDARITY ASSOCIATION – BRAGA
- GUINEANS IN OPORTO ASSOCIATION
- CASA DE ANGOLA – BRAGA
- HINDU ASSOCIATION IN OPORTO
- ASSOCIATION OF IMMIGRANTS FROM SÃO TOMÉ AND PRINCE IN THE NORTH OF PORTUGAL – OPORTO
- TANE TIMOR - OPORTO
- ASSOCIATION OF PALOPS (OFFICIAL PORTUGUESE-SPEAKING AFRICAN COUNTRIES) UNIVERSITY STUDENTS
- MACH DOM – GAFANHA, AVEIRO

5.4. Partnerships with Immigrants’ Associations

It is important to stress the link that ACIME has sought to build with the IAs in all the initiatives in which it has been involved, both directly and indirectly. On this level, several IAs are partners in ACIME’s central projects, such as for example the CNAIs - National Immigrant Support Centres and the SOS Immigrant Help line.

In all of these services which have the aim of overcoming cultural and linguistic barriers, the choice was made, as previously mentioned, to involve the figure of the socio-cultural mediator in a significant way, regulated by Law no 105/2001 of 31st August. The vast majority come from immigrant communities resident in Portugal, and the choice of socio-cultural mediators to perform the tasks of helping and receiving is an investment of huge strategic value.

Above and beyond this type of partnership, ACIME has sought to involve the IAs, for example, in the launch of the “Nós” Programme, holding a meeting with IA representatives to hear proposals for this project, as well as presenting an Association representative who could link up with the Programme’s production team. Even in projects undertaken in partnership with other bodies, ACIME has often carried out the role of linking and joining the IAs to other initiatives. The work being carried out in the scope of the “Let’s make Utopia” Project is an example, contained within the framework of the Equal Programme, or the Social Fair, promoted in conjunction with other institutions. In each case, ACIME’s participation has focussed particularly on linking the activities of the project and the IAs.

Furthermore, different institutions have contacted this office with regard to presenting projects that they aim to undertake with or for the Immigrant Communities. Strategies have been established jointly,



so that the objectives presented meet their target audience. Our aim is to better the linkage between Immigrant Communities and the bodies which seek to build bridges with them, with regard to reducing uprooting problems resulting from the structural change to which they are subjected. Schools, Higher Education institutions /students /researchers and local councils have shown their interest in this area:

Support for partnerships highlighted for their collaboration with Immigrants' Associations
Conservatory of Sciences and Technology – with the objective of supporting professional training to allow immigrant entrepreneurship
Oporto Social Development Foundation / Oporto City Council - with the objective of setting up the Oporto Immigrant Communities' Council and the "Tales of the World" Project
Oporto Daily Newspaper Journalists (Ex: JN) and RTP/Oporto – with the objective of amplifying and publicising the activities carried out by immigrant associations and drafting work on the integration of immigrants in Portuguese society

5.5. Activities for publicising and promoting association life

In the Northern area, in areas outside Greater Oporto, where there is less association activity, this office carried out different types of activity in conjunction with other bodies, focusing on the advantages of immigrant association life.

Institutions collaborating in publicising Association life	
Place	Institution
Amarante	Amarante Parish(São Gonçalo) Amarante Pastoral Centre - CLAI
Aveiro	Vera Cruz Parish Social Centre - CLAI
Braga	Portuguese Red Cross - CLAI
Coimbra	São José Parish "Fábrica da Igreja" - CLAI
Viana do Castelo	Cáritas Diocesana - CLAI
Vila Real	São Pedro and São Paulo "Fábrica da Igreja" - CLAI
Viseu	Cáritas Diocesana - CLAI
Guarda	Planicôa – Cooperative for Rural, Local and Regional Planning and Development, C.R.L.
Santa Maria da Feira	Espaço I
Porto	University Pastoral Centre
Porto	Diocese Secretariat for Migration
Valongo	Town Council

Immigrants' Associations in decentralised areas can have an important role in creating mechanisms that are able to promote social and economic integration of immigrant communities, fight exclusion and protect them from acts of racism and xenophobia.

Immigrant Association life is undoubtedly one of the fundamental components of integrating immigrant communities because through it representation, liaison and monitoring duties and functions can be performed in relations with the decision-making circles of society as a whole.



APPENDIX – FINANCIAL SUPPORT BY ASSOCIATION UNDER DECREE LAW 75/2000, 9TH MAY					
	2002	2003	2004	2005	TOTAL
AGUINENSO	6.439				6.439
AIPA – Association of Immigrants in the Azores			9.695	14.883	24.578
APALGAR – Algarve Friendly Association for Portuguese-Speaking African Countries (PALOP)		3.250	2.392		5.642
Cape-Verdean Association	2.411	3.184	2.395	16.366	24.356
Setúbal Cape-Verdean Association				22.871	22.871
São Tomé and Príncipe Community Association				4.500	4.500
The African Students’ Support Association			4.750		4.750
The Immigrant Support Association - S. Bernardo		22.400	6.451	18.088	46.939
Cape-Verdean Association in the North of Portu- gal				22.540	22.540
Cape-Verdean Association in the North of Portu- gal			15.260		15.260
Association for the Defence of Angolans – ADA		7.703			7.703
The Vila Franca de Xira Municipality Association of Africans		600	10.100	11.829	22.529
Friends of Principe Association	3.125		5.500		8.625
Association of Cape Verde Former Secondary School Students		515			515
The Tame Immigrants Association			5.347		5.347
Children of Calequisse Resident in Portugal As- sociation			2.500		2.500
Association for Natives of Pelundo Resident in Portugal	1.847				1.847
Association of Ukrainians in Portugal				14.000	14.000
Cape-Verdean Community Space Association		12.450			12.450
Youth Space Association (Associação Espaço Jovem)		7.817			7.817
Sintra Luso Cape-Verdean Association			12.552	15.000	27.552
Association for Recreational Improvements – Ta- lude		4.330	13.175	15.000	32.505
Portugal Mozambique Association				14.300	14.300
The Treaty of Simulambuco Association - Casa de Cabinda			3.780		3.780
Quinta do Mocho United and Cultural Association	1.746	800	4.850	5.300	12.696
Cape Verde United Association		20.300	22.400	25.000	67.700
Bereg – The Social Movement for Clarification and Information			10.500		10.500
Casa de Angola		11.797			11.797
Casa do Brasil	7.000	25.000	30.000	35.000	97.000
African Cultural Centre		5.912			5.912
Alto da Cova da Moura Sports Club	9.515	5.790	15.000	15.000	45.305



Clube Filipino			2.650		2.650
Lusophone Consortium				5.190	5.190
Edinstvo – Association of Immigrants from Eastern Countries			9.500		9.500
Chinese in Portugal League		5.000			5.000
The Oporto Luso African Methodists Association		11.938	7.650	9.850	29.438
Mill of Youth (Moinho da Juventude)		12.563	15.000	19.150	46.713
Morabeza – Association for Cooperation and Development	3.291	16.900	25.000	25.530	70.721
NOVAGER		25.249			25.249
PROSAUDESC			1.000	10.000	11.000
Quizomba			4.775		4.775
Respublika – Association of Russian-speaking Immigrants		16.700		23.677	40.377
Immigrant Solidarity	5.309	25.733	35.000	35.000	101.042
Social Solidarity - Assomada			3.800	13.870	17.670
UJAP – Union of Angolan Youth in Portugal			2.000		2.000
TOTAL	40.683	245.930	283.022	391.944	961.579



Chapter VI



Chapter VI

Getting to know more, so as to act better

6.1 Immigration Observatory

6.1.1 Objectives

The Immigration Observatory, a body formally set up under the remit of ACIME, has the following objectives:

- a) Gather, process and make available at any moment information resources on the issue of immigration in our country and its intersecting aspects at a global level.
- b) Encourage the collection of supplementary data or information not directly accessible from primary sources.
- c) Build up files, studies and research, in collaboration with expert scientific and academic institutions in the subject area, which appear relevant for the drafting, guiding and improving of public policies referring to the issue of immigration.
- d) Publish and distribute publications resulting from its actions, or from other sources of interest, to improving the sphere of knowledge about the issues considered by the Observatory.
- e) Promote seminars, colloquiums, debates and other activities targeting better understanding of the phenomena associated with population movements which have Portugal as a destination, and with the training of agents to deal with the issues involved as a further aim.
- f) Guarantee the connection between ACIME and similar national or foreign institutions, namely structures for observation, data collection, research and systematic analysis of the movements of peoples in Portugal, Europe and the World.

The Observatory does not have its own structure and does not possess a body of permanent collaborators. It is led by a coordinator – Engineer Roberto Carneiro – who is responsible for the respective academic activity, which he reports back on to the High Commissioner vis-à-vis meeting the objectives for which it was set up. The Observatory's budget is included in ACIME's budget.

The philosophy behind the Observatory's work is one of being subsidiary relative to the universe of institutions and researchers systematically dedicated to studying the topic of immigration.

In this regard, the Immigration Observatory aims to intervene essentially as a catalyst for activities and a promoter of academic, scientific and institutional cooperation networks, but only when this is of benefit for better public understanding of the subjects and topics which are its main concern.



6.1.2. Studies and Publications

The IO has carried out the following studies:

2003



1. Impact of Immigration on State Finances (2001), authored by André Corrêa de Almeida, Masters in Economics from the Portuguese Catholic University (UCP). A debate workshop staged at the Economic and Social Council (Lisbon), with the participation of Prof. Dr. Rosa Aparicio Gomez (Uni. Comillas – Madrid), Prof. Dr. João César das Neves (UCP) and Dr. Olea Namniyek, a Ukrainian economist resident in Portugal. The study was published in May 2003.

2. Attitudes and Values vis-à-vis Immigration, by Prof. Mário Lages and Dra. Verónica Policarpo (CESOP-UCP). Debate workshop on the study, with the participation of Prof. Dra. Lucinda Fonseca (Faculty of Letters, Lisbon University - FL-UL), Prof. Dra. Beatriz Rocha-Trindade (Autonomous University - UA), Dra. Rosário Farmhouse (JRS Portugal), Engineer. Carlos Vianna (Casa do Brasil de Lisboa), Dr. Jarmela Palos (Service for Border Control and Aliens - SEF). Published in May 2003.

3. Representations (Images) of immigrants and ethnic minorities in the media, authored by Prof. Dr. Rui Cádima and Dr. Alexandra Figueiredo (OBERCOM). The discussion workshop on the work took place at the Foz Palace, with the collaboration of several guests, among whom were Dr. Guilherme Oliveira Martins (National Culture Centre), Dr. José Manuel Fernandes (Publico newspaper), Dr. Alcestina Tolentino (Lisbon Cape-Verdean Association), Dr. Cristina Ferreira de Almeida (SEAMP Assistant), Prof. Dr. Rui Pena Pires (ISCTE), Dr. Marcus Lima (ICS), Prof. Isabel Ferin da Cunha (UC), Prof. Dra. Estrela Serrano (ESCS Lisbon), Dr. Vicente Mérida, Dr. José Manuel Peñalosa and Dra. Helena Buceta (Fundación Iberoamérica Europa – Spain). Published in May 2003.





4. Contributions of Immigrants to Portuguese Demography. Role of foreign nationality populations. Authored by Prof. Dra. Maria João Valente Rosa and Drs. Hugo Seabra and Tiago Santos. Discussion workshop at the Foz Palace, with the participation of Prof. Dr. João Peixoto, Dr. Maria José Carrilho (INE), Dra. Alda Carvalho (Dept. of Planning and Outlooks) and Dra. Maria Filomena Mendes (INE). Published in February in 2004.

5. Citizenship Rights and Rights to Citizenship. Equalisation principle, new citizenship and right to Portuguese citizenship as instruments of an inclusive constitutional community. Written by Jorge Pereira da Silva (FD-UCP). Discussion workshop at the Foz Palace, with the participation of MPs Narana Coissoró (Christian Democrats - CDS), Vitalino Canas (Socialist Party - PS) and Isilda Pegado (Social Democrat Party - PSD). Published in May 2004.

6. Media, Immigration and Ethnic Minorities – Press and Television. Authored by Prof. Dra. Isabel Ferin da Cunha and Dras. Clara Almeida Santos, Maria João Silveirinha and Ana Teresa Peixinho (Institute of Journalistic Studies – University of Coimbra). Discussion workshop at the National Immigrant Support Centre (Lisbon) with comments from Prof. Dra. Estrela Serrano (ESCS Lisbon) and Prof. Dr. Rogério Santos (UI). Published in May 2004.



7. The voyages of Ulysses – Effects of Immigration on the Portuguese Economy. Authored by Prof. Dr. Eduardo Sousa Ferreira, Prof. Dra. Helena Rato and Dra. Maria João Mortágua (CEDEP- UAL) with a workshop held at the Economic and Social Council, with the presence of the commentators Dr. Nicolau Santos (Expresso newspaper) and Dr. Carlos Rosado de Carvalho (Público newspaper). Study published in October 2004.

8. Official State Speech on Emigration from the 60s to the 80s and Immigration from the 90s to today. Authored by Dra. Vanda Santos, with a workshop held at the National Immigrant Support Centre (Lisbon), with the participation of Prof. Dr. Rui Pena Pires (ISCTE), Dra. Mafalda Durão Ferreira (DGACCP), MP José Lello (PS), MP Natália Carrascalão (PSD) as commentators. Study published in October 2004.

9. Impact and Reflections of immigrant labour in Portuguese companies – a qualitative vision. Authored by Dr. Lourenço Xavier de Carvalho, debated at the 25th October 2004 workshop at the Entrepreneurial Association of Portugal (AEP Porto), with the participation of Dr. Alberto Mesquita (AEP) and Dra. Joana Amorim (JN newspaper). Study published in December 2004.



10. Entrepreneurial strategies of immigrants in Portugal, authored by Dra. Catarina Reis Oliveira (FCSH-UNL), debated at the 25th October 2004 workshop, at the Entrepreneurial Association of Portugal (AEP Porto), with the participation of Dr. Joaquim Azevedo (AEP), Dr. António Freitas de Sousa (Diário Económico newspaper). Study published in December 2004.

11. Social protection of the immigrant population, authored by Dr. Pedro Duarte Silva, debated on 1st October 2003, at the Foz Palace, in Lisbon, with the participation of Dra. Maria José Nogueira Pinto (SCML), Prof. Dr. Adão da Fonseca, Dr. Sebatião Pizarro (International Relations Dept. - Social Security) and Dr. Luis Barbosa. Study published in February 2005.



Studies for publication in 2005

12. Socio-Cultural Mediation: a jigsaw puzzle under construction. study authored by Dras. Ana Oliveira and Carla Marques Galego with the collaboration of Dr. Laura Godinho. Presentation workshop on 11th January 2005, with the presence of Prof. Dra. Isabel Guerra (ISCTE), Dra. Helena Marujo and Dr. José de Almeida (DREL) as commentators. Publication planned for April 2005.

13. Foreigners' Criminality in Portugal: a scientific enquiry. study authored by Drs. Hugo Martinez de Seabra and Tiago Santos, researchers from Númena, Social Science Research Centre. Workshop on 7th March 2005, with the participation of Prof. Paulo Pinto Albuquerque (FD-UCP), Dra. Miranda Pereira (DGSP) and Dr. Rui Simões (GPLP-MJ). Publication planned for May 2005.

14. "Brazilian immigration in Portugal" a publication which shall gather, under the coordination and supervision of Prof. Dr. Jorge Macaísta Malheiros (CEG/FL/UL), various studies already undertaken by different university teams. Published in April 2005.

15. Children of Immigrants: monitoring their access to the knowledge society. Study authored by Prof. Dr^a Maria Margarida Marques, SOCINOVA – New University of Lisbon. Study funded by the Foundation for Science and Technology. Presentation on 22nd March 2005. Publication planned for July 2005.

16. Immigrants and the Portuguese population: reciprocal images. Study authored by Prof. Dr. Mário Lages, CESOP – Portuguese Catholic University. Study funded by the Foundation for Science and Technology. Presentation on 22nd March 2005. Publication planned for July 2005.

17. Immigrant trafficking in Portugal: sociological, legal and political perspectives. Authored by Prof. Dr. João Peixoto. SOCIUS – Centre for Sociological, Economic and Organisation Research. Study funded by the Foundation for Science and Technology. Presentation on 22nd March 2005. Publication planned for July 2005.



18. Space, conflict expressions and tension among autochthonous, migrant minorities and non-migrant people in AML (the Metropolitan Area of Lisbon). Authored by Prof. Dr. Jorge Macaísta Malheiros, Geographical Studies Centre of the University of Lisbon. Study funded by the Foundation for Science and Technology. Presentation on 22nd March 2005. Publication planned for July 2005.

19. Different children of different gods. Uses of religion and differentiated social integration in an inter-ethnic context. Authored by Prof. Dra. Susana Pereira Bastos, from CEMME – Centre on Migration and Ethnic Minorities Studies. Study funded by the Foundation for Science and Technology. Presentation on 23rd March 2005. Publication planned for July 2005.

20. Prevalence of iron deficiency in children from the African immigrant community in Portugal - A cross-sectional study. Authored by Dr. Paulo Ferrinho, from the Garcia de Orta Association for Development and Cooperation. Deadline for completion: July 2005.

21. Urban Planning for Immigrant Integration. Authored by Engineer Emília Maria Rebelo, from the Studies Centre of the Civil Engineering Department, Engineering Faculty of the University of Porto. Study funded by the Foundation for Science and Technology. Deadline for completion: July 2005.

22. Genetic Modifiers of Morbidity in Sickle Cell Disease Authored by Prof. Dra. Paula Faustino Gonçalves, of the Ricardo Jorge National Institute of Public Health. Study funded by the Foundation for Science and Technology. Deadline for completion: July 2005.

23. “Integration at School of Children who have immigrated for their personal and social development”, coordinated by Prof. Dr. Joaquim Azevedo, Institute of Education of the Portuguese Catholic University. Deadline for completion: July 2005.

24. “Family-School Cooperation. A study of immigrant family situations”, coordinated by D. Tomaz Pedro Silva Nunes, following a project carried out with ACIME, Training Notebooks “Family-School Collaboration – towards a culturally heterogeneous school”. Deadline for completion: July 2005.

25. “The limits of informality and immigrant work in Portugal”, authored by Dr. Lourenço Xavier de Carvalho, following the study “Impact and Reflections of immigrant labour in Portuguese companies – a qualitative vision”. Deadline for completion: July 2005.

26. “Immigrants from the East: from exclusion to good inclusion practice in Lisbon and the Alentejo”, authored by Prof. Dr. Francisco Martins Ramos, senior Anthropology professor, Department of Sociology, University of Évora. Deadline for completion: July 2005.

6.1.3. OI Site





Looking to develop an information platform for immigration specialists, the High Commission for Immigration and Ethnic Minorities (ACIME), in collaboration with the Númena Association, has constructed the Internet site of the Immigration Observatory.

With the address www.oi.acime.gov.pt, this Internet project provides a source of meaningful information where it is possible to find, in the area of Immigration, data on Events and Initiatives, Statistical Data, Masters' and Doctorate Theses, books and monographs, as well as News and essential information on immigration, namely a database of the 300 most asked questions. As equally important tools, it must be underscored that a Directory of other sites classified by topic and a Resource Guide, which contains useful information on Statistical Sources, Libraries, Research Centres, among other topics, exist.

The IO site allows its users to register, as well as subscribing to a Newsletter that will transmit news published on the site to subscribers.

Naturally, all the Studies published thus far can be downloaded from the IO site, including both documents of the study per se, as well as interventions at presentation workshops, and when they exist, comparative studies with other countries, namely Spain.

Targeting an audience composed of researchers, academics, journalists, Public Administration management and opinion makers, this site is free to access and has been available since 26th May 2003.

6.1.4. Partnerships

The IO, as it carried out its work, has set up a network of partnerships with university institutions, among which are included the Geographical Studies Centre (Faculty of Letters, Catholic University), Multicultural Studies Centre (Independent University) Centre for Studies of Migration and Intercultural Relations (Open University), Social Studies Centre (University of Coimbra), Research and Sociology Studies Centre (ISCTE), Social Ecology Nucleus (LNEC), Númena - Social and Human Sciences Research Centre and SociNova (FCSH – New University of Lisbon).

In order to make the carrying-out of three Studies viable (Demography, Family Unification and Attitudes and Values), a Cooperation Protocol with the Luso-American Foundation for Development (FLAD) was signed at the headquarters of the High Commission in Porto on 22nd May 2003.

Finally, in this context of partnerships for the IO's work, a Cooperation Protocol with the Foundation for Science and Technology (FCT) was signed in the presence of the Minister for Science and Technology and the Deputy Secretary of State, for a total of 300.000 Euros, which allowed, after public tender, eight studies to be carried out on Migration.

6.2. 1st National Immigration Congress in Portugal

Aware of the importance of public debate of the topics linked to Immigration, ACIME held the 1st National Immigration Congress in Portugal on 18th and 19th December 2003 at the Calouste Gulbenkian Foundation, focussing on the topic "Diversity, Citizenship and Integration".

The perspectives and challenges posed by immigration, immigration policies, management of diversity, immigration and development, the dynamics of immigration with their strategies and protagonists, the



legal framework of immigration and a vision of immigration reality in Portugal in its social, demographic and geographical aspects were some of the topics that around 30 conference speakers examined in depth. Academics, association leaders, immigrants and political decision makers made up the panels.



The Congress was the brainchild of an Academic Committee, chaired by Prof. Dr. Manuel Braga da Cruz (UCP), Prof. Dr. António Barreto (ICS), Prof. Dra. Maria Beatriz Rocha-Trindade (Open University), Prof. Dr. João César das Neves (UCP), Prof. Dra. Lucinda Fonseca (FLUL), Prof. Dr. Marcelo Rebelo de Sousa (FDUL), Prof. Dra. Margarida Marques (FCSH-UNL), Prof. Dr. Maria Ioannis Baganha (CES-UC), Engineer Roberto Carneiro (IO Coordinator) and Prof. Dr. Rui Medeiros (FDUCP).

This Committee created the following Programme:

18th December (World Migrant Day)

9.30 – Official Opening Ceremony, chaired by the Minister of the Presidency.

Inaugural Conference – “Immigration: Perspectives and challenges” Demetrios Papademetriou (Metropolis Co-chair; International Migration Policy Program, Carnegie Endowment for International Peace, USA)

11.30 – Panel I – “Immigration Policies”

Moderator: Roberto Carneiro

Speaker: António Vitorino (European Commissioner for Justice and Internal Affairs)

Commentators: Leonor Beza and Nuno Severiano Teixeira

15.00 – Panel II – “Management of diversity”

Moderator: Jorge Gaspar

Speaker: Jorge Vala (ISCTE)

Commentators: Margarida Marques, Verónica Policarpo and Geraldo Cruz Almeida

17.00 – Panel III – “Immigration and Development”

Moderator: Luís Campos e Cunha



Speaker: João César das Neves (FE-UCP)
 Commentators: Maria Baganha, Francisco Van Zeller and Carlos Vianna

19th December

9.30 - Panel IV – “Dynamics of Integration: Strategies and Protagonists”

Moderator: Adriano Moreira
 Speaker: Lucinda Fonseca (FL-UL)
 Commentators: Fernando Luis Machado, Carlos Trindade, Galina Leonova

11.00 Panel V – “Legal framework of Immigration”

Moderator: Rui Medeiros
 Speaker: J. J. Gomes Canotilho (FD-UC)
 Commentators: Paula Teixeira da Cruz, Maria José Nogueira Pinto

15.00 Panel VI – “Immigration reality in Portugal. (Social, demographic and geographical analysis)”

Moderator: Jaime Reis
 Speaker: Maria Beatriz Rocha-Trindade (Open University)
 Commentators: Maria João Valente Rosa, Jorge Macaísta Malheiros and P. Rui Pedro

Closing session, chaired by His Excellency the President of the Republic, Dr. Jorge Sampaio.

513 people signed up for the Congress. The minutes of the Congress were later published in book format. In addition to this, they were also made available on-line, and both versions contained all the texts of the participants.



6.3. Participation in the EQUAL Programme

6.3.1. Introduction

“The aim of Equal is to promote new means of combating all forms of discrimination and inequalities in connection with the labour market” (Communication from the Commission to the Member States, 2000/C127/02), proposing a concrete measure aimed at fighting racism and xenophobia within ACIME’s remit.



In this regard, various projects focus their activities on promoting immigrant integration, performing extremely meaningful and widespread work with some communities throughout the whole country. As these are innovative strategies, ACIME has considerable interest in monitoring the projects underway and even participating when this is justified.

6.3.2. 1st Phase – Action 2

The High Commissioner took up office in June, after the 1st Phase of the Equal initiative in Action 2 had started. For this reason, Development Partners (PD) had already been chosen and the projects were already in the implementation phase. Even so, as the fruit of contacts, ACIME formally established two partnerships while carrying out this Action: Migrations and Development and Sow to Harvest (Semear para (A)colher).

In the first case, ACIME sought to build on the work started by the Entreculturas Secretariat in Action 1. Among the project's activities, ACIME's participation in the following initiatives can be highlighted:

- organisation and implementation of actions for raising awareness (carried out both for the PD, as in the scope of Land Pacts, in Seixal and Odivelas);
- training schemes for public and private agents working with immigrants;
- production of a series of postcards, with phrases and photographs (some donated by ACIME) related to the theme of interculturality, to be distributed by trainees and trainers;
- creating a training reference (Interculturality and equity in professional practices);
- setting up of the Local Centres for Immigrant Support in the Municipalities of Seixal and Odivelas.

In the second case, ACIME (Education and Training Office / Entreculturas) collaborated with the drafting of the brochure: "44 simple ideas to promote Tolerance and celebrate Diversity". Designed for Public Administration services workers who deal with members of the public, this brochure aimed to raise awareness of cultural diversity, with the perspective of improving the reception and integration conditions of immigrants in Portugal.

6.3.3. 1st Phase – Action 3

ACIME took part in the application of the Project "Receiving and Integrating Asylum Seekers" for Action 3 and was contacted, for the same effect, by two other Projects: Without Borders (Sem Fronteiras) – Receiving and Integrating Immigrants in a Rural Environment and Project Sunrise – Integrating Eastern Immigrants in the Footwear Sector. Despite not having formally concluded these two partnerships, due to the short timeframe within which these invitations were presented, ACIME showed its availability to support the work that both seek to carry out, should their applications be accepted.

In each of the cases, ACIME's participation will be centred on linking up to entities which may be working on the ground and publicly promoting and distributing products. Among these entities, focus is given to those which provide a location for Local Immigrant Support Centres, Immigrant Associations and organisations managing projects which fall under the 2nd Generation Choices Programme.



6.3.4. 2nd Phase – Action 1

The application process for Action 1 of the 2nd Phase was opened in 2004. As in the 1st Phase, there is a measure designed to fight racism and xenophobia here too.

Of the various entities that contacted ACIME, with the intention of it becoming a partner in the application they wished to present, ACIME accepted three invitations, of which two applications were approved:

- Project Opportunity – in partnership with the Amadora Municipal Council (interlocution body) and the Gulbenkian Foundation
- “Let’s make Utopia” Project – in partnership with GRAAL (interlocution body) and the Guides of Portugal Association

Currently in the phase of needs diagnostic and activity planning, it is predicted that these two projects will present their application for the 2nd Phase at the end of the 1st quarter of 2005. The first aims on intervention with young people in the re-housing estate Casal da Boba, focussing on integrating them into society with particular emphasis on the job market and education system. The second project seeks to identify and raise awareness of problems and solutions based on the experiences of immigrants and ethnic minorities themselves, to conceive support material for integration, to set up a network of immigrant associations on the Internet and to train the human resources staff of immigrant associations and ethnic minorities.

6.3.5. Training Scheme

In the scope of the Equal Initiative, partnerships were founded with university bodies, with a view to training in the management partnership projects. ACIME took part in this initiative, namely in the Course promoted by ISCTE, providing some people to provide various practical classes (see Education and Training Office)

6.3.6. National Thematic Network

In the scope of the Equal initiative, thematic networks were created from the PD, according to each of their areas of intervention. These networks constitute a space for joint reflection and learning, sharing knowledge and experiences, validating products, creating knowledge, searching for solutions and presenting contributions for employment and training and social policies.

Thematic Network 2 follows the theme of “Social and Professional Integration of Immigrants, Refugees and Ethnic Minorities” and has 6 projects focussed on these target audiences scattered throughout the country but predominately located in Lisbon. ACIME was invited to monitor and participate in working meetings, as a guest entity.

In this way, it was possible to gain knowledge of the projects underway and, as far as possible, link their work to ACIME’s plan of activities. An example to be taken can be the cooperation protocols that have been established between ACIME and the Movement for Support of the AIDS Issue (MAPS) and the Santa Maria da Feira Town Council. These focussed on opening two Local Immigrant Support Centres in Portimão and in Santa Maria da Feira, building on the work done in Phase 2, namely by the Information and



Resources Centre, the Sow to Harvest (Projecto Semear para (A)colher) Project (of which ACIME was a part), and Space I of Project Sunrise.

6.3.7. European Participation and Monitoring

ACIME was invited to participate in the European Thematic Network, which has recently been set up, in the scope of ETG 1 – Building on Diversity. This working group has met twice. The first focussed on sharing experiences, and encouraging presentations of projects carried out in each country. The second meeting sought to choose products resulting from practices on the ground, which can show their contribution to the Equal initiative in implementing Community directives 2000/43/EC and 2000/78/EC. There was also the opportunity to promote and reflect on the contribution of the press and media regarding the fights against racism and xenophobia and the potential that they have as far as changing mentalities and publicising (project) products are concerned.

Furthermore, ACIME was invited to participate in the conference on “Equal: Free Movement of Good Ideas”, which took place on 25th and 26th February 2005 in Warsaw. The aim of this meeting was to provide a platform for sharing knowledge, experiences and setting up networks on a European level, based on the experiences of all Member States throughout the 1st Phase of the Equal Initiative.

Finally, ACIME’s participation in the Monitoring of the Equal Initiative Committee (CHECK) can also be highlighted, focussing on monitoring and assessment.



Chapter VII



Chapter VII

Promoting Interculturality

7.1. Education and Training Office (GAF/Entreculturas)

Seeking to give coherence and develop synergies, in January 2004, as part of a restructuring process of the Entreculturas Office, the team that was working there was transferred to ACIME. Of the team's members, some were moved to projects already underway at ACIME, such as in the Publications area or the Family Reunion Support Office, but the central core made up the Education and Training Office (Entreculturas), which was established at this time.

At first, the team was made up of five people (three teachers and two technical staff), later joined by a third technical member, also from Entreculturas, in October 2004. The intention was to include the aspect of training towards interculturality in ACIME's plan of activities, seeking to capitalise on the experiences resulting from the work carried out up to that point by Entreculturas, by adapting it to new circumstances.

It is worth remembering that the Entreculturas Office had been set up in 1991 by the then Minister of Education, Engineer Roberto Carneiro, with the objective of promoting greater equality of opportunities regarding the access and success of all students, in view of the increasing ethno-cultural diversity visible in Portuguese state schools.

Throughout this period (1991/2003), the activities of Entreculturas developed in the sense of growing to meet an ever increasing diversity of users. This reshuffle of Entreculturas' action focus corresponded to an increased awareness in some sectors of Portuguese society for the need to prepare their civil servants/agents for changes in the "user" public.

Intercultural education is, along with other issues, such as those related to environmental education or consumer education, an integral part of Education for Democratic Citizenship. It is therefore not a problem of immigrants or ethnic minorities, nor is it merely an ethical question, as it concerns everyone and is a «problem» of the host society.

Promoting interculturality represents a major investment in a process that means changes in conceptions and representations of the Other, of what is different. Learning in practice and by relating to others implies critical reflection, being able to listen and accept change and changing convictions about oneself as a person and social actor.

The major challenge posed by intercultural education is that of attaining a balance between respect for diversity and social cohesion. This implies a multidimensional approach on several fronts, on an individual and collective level. Deconstructing stereotypes and representations, changing attitudes and behaviour require time and a chance to reflect and face their very own perspectives and practices.

7.1.1. Projects, Targets, Objectives and Desired Results

The activities of the Education and Training Office were included in the 2004 Plan of Activities under the rubric "Education and Training for Receiving and Interculturality" and visible in the following projects,



whose targets, objectives and desired results are listed below:

- a. Trainers – identifying, mobilising and training
- b. Producing Training Materials
- c. Scheduling training activities in Schools and other services
- d. Entreculturas Site
- e. European Projects

The following Targets were set:

- Contributing to increasing training and making it more dynamic in the area of interculturality and spreading and sustaining intercultural practices.
- Making training for interculturality support materials and resources available to trainers/institutions, namely via the ACIME web page.

Enshrined in the following Objectives:

- To reply to requests for training addressed to ACIME and lead sessions for raising awareness of issues linked to receiving immigrants and managing diversity.
- To ensure training courses are carried out at a postgraduate level in the field of interculturality.
- To create and motivate trainer communities of practice.
- To publish training modules/materials already started and build a bank of different materials for raising awareness and training for interculturality.
- To create a training reference body for public administration or private organisation agents.
- To create, maintain and keep the Education and Intercultural Training component updated on ACIME's web page.

The desired Results from implementing these objectives are:

- Better and more adaptable replies to requests for training, making access to more systematic and tested resources and materials available.
- Greater awareness for the need for intercultural practices in the host society as an indispensable factor for receiving and integrating the immigrant community.
- Greater visibility and recognition of the issues related to the process of receiving and interculturality in key sectors that intervene more directly in the integration of immigrants.
- A more dynamic network of trainers connected to ACIME's documentation centre.
- Make publications/training material of an increasingly interactive nature available on-line.

More recently, in the ACIME Convention of November 2004, and as a result of its overall evaluation, other commitments were taken on in the sense of improving ability to supply training, consolidating links and making the most of resources:

- To create a thematic area concerning socio-cultural Mediation and make specific information available on the subject on two sites - ACIME/ Entreculturas and the IO:
- concepts, legislation and other information – bibliography, research and training offered.
- to organise/recover materials (videos and books) from the Youthstart project "Dribbling Fate" and publish them on the sites and CD.
- To increase and diversify the existing materials in the Documentation Centre.
- To make reference work on existing intercultural materials in the Documentation Centre available on the ACIME/Entreculturas site, in addition to suggestions for its usage.
- Equip the Porto CNAI with some of these materials and study the proposal for equipping some of ACIME's other reception structures in a phased manner and according to the needs and interests of users.



- To set up multidisciplinary teams of trainers in intercultural education (information skills and/or ACIME’s reception structures).
- To publish a collection of thematic DVDs (in collaboration with the NÓS Programme), with excerpts from programmes (interviews, life stories...) to be used as support material in training.
- To cross-reference information between user/researcher, CD and IO DBs, and respective areas of interest and make them available in trainers DBs to distribute intercultural materials.

7.2. Training Activities

The training activities were very diverse, given the specific objective of each one, the profile of participants and the planned duration. A record of PowerPoint files used in the interventions is available on ACIME’s internal network.

7.2.1. Short Training Activities

56 Training Activities of differing length were carried out, with a total of more than 300 hours of training, with all the activities reaching an estimated 1350 participants. (see attached plan)

Here are two summary tables showing the profile of institutions and participants, along with the main topics addressed.

Profile of Participants											
Sponsoring Body	Young students	Teacher-Trainers	Nurses and health-care professionals	Public Administration technical staff	Social Intervention Technical Staff	Media-tors	Research-ers	Mu-nicipal Council Leaders	CNE advisors	Repre-sentatives from other European countries	Repre-sentatives from NGOs
Asso-ciations/ NGOs		*									
British Council		*		*	*		*			*	
Mu-nicipal Councils		*		*	*			*			
Social Centres/ Insti-tutes/ Founda-tions	*	*		*	*	*					*
Council of Europe		*					*			*	
National Educa-tion Council		*					*		*		
Higher Educa-tion Schools	*	*									



Higher Nursing Schools	*	*	*								
Primary and Secondary Education Schools	*	*									
Ministries		*	*	*							
Presidency of the Council of Ministers										*	
Equal Projects					*						
Trade Unions		*									
Universities	*	*									

Topics of Sessions											
Sponsoring Body	Cooperative Learning	Presentation of Materials	Citizenship	Human Rights	Linguistic Diversity	Immigration	Multiculturalism, Interculturality and Cultural Diversity	Inclusive Education	Education for Development	Female Genital Mutilation	Curricular Assessment
Associations											
NGOs	*					*	*				
British Council						*					
Municipal Councils	*	*				*	*			*	
Social Centres/Institutes											
/Foundations	*				*		*	*	*		
Council of Europe			*								
National Education Council				*							
Higher Education Schools		*			*		*				*
Higher Nursing Schools		*	*				*				



Primary and Secondary Education Schools	*	*				*	*				
Ministries					*		*				
Presidency of the Council of Ministers											
Equal Projects							*				
Trade Unions											
Universities	*		*			*	*				

7.2.2. Extended Training Activities

7.2.2.1. E-learning training course “Management of Cultural Diversity and Communities of Practice”

Objectives	<ul style="list-style-type: none"> - To develop knowledge and competencies for local intervention. - To build networks and communities of local development agents, introducing a dynamic of participation and empowerment. - To maximise the potential of the Internet and IT tools for achieving the goals of the intervention. - To promote initiatives that contribute to reinforcing equality of opportunities, as well as the principles of social cohesion.
Sponsors	Partnership with Choices Programme, ISCTE, Telemática Educom Association, Mediar Association
Designed for	90 local intervention technical staff – coordinators of approved projects within the Choices Programme
Duration	November 2004 – October 2005
Type of certification awarded	Postgraduate course
	Specialisation Course (for non-graduate technical staff)
Course characteristics	Experimental course i.e. introducing innovative characteristics in terms of distance training (e-learning/b-learning) and methodologies used
External Assessment	Yes



7.2.2.2. Postgraduate course “Managing projects in partnership”

Following a protocol signed between the Entreculturas Office, ISCTE and the EQUAL Programme, the postgraduate course “Managing projects in partnership” was run from October 2003 and July 2004. The course operated on a post-working hours basis, with 50 participants – technical staff from EQUAL projects. Practical training (140 hours) was carried out by a GEF team. The programme was run with the objective of acquiring skills in meta-learning, critical thought regarding project work, interpersonal relationships and cooperative work in communities of practice.

7.3. Study Visits

Five study visits were organised at the request of different entities that had seen presentations of the structure of and the work undertaken at ACIME. For the most part, the participants were students (roughly 100) from the Netherlands, Portugal, Sweden and France.

07-05-2004	BIL - Bestuurskundige Interfacultaire Vereniging in Leiden – University of Leiden*	30	Visit to ACIME’s facilities, presentation (PowerPoint) of ACIME’s remit; questions and answers on issues of immigration policy, and /immigration flows and the current situation in Portugal, interculturality. WEB page visit
12-05-2004	Institute for Social Development – Professional School	40	Visit to ACIME’s facilities, video presentation; questions and answers on racism, immigration etc. ACIME Internet page visit
08-06-2004	Group of teachers from the Rönner Hofors School - Sweden	6	Visit to ACIME’s facilities, ACIME PowerPoint presentation; questions and answers on immigration, school integration of migrant children, etc.
24-09-2004	Group of technical staff from The Public Employment Services in France, part of the Espère Project	20	Visit to ACIME’s facilities, ACIME PowerPoint presentation in French; questions and answers on immigration, exchange of experiences



7.4. European Projects

Involvement in transnational partnerships/projects is always an opportunity to get to know and exchange experiences of other realities in other countries and is also a space to rethink our own initiatives in a more objective manner and at a distance.

7.4.1. “Migrations and Development» Project” (EQUAL Programme)

The work started by the Entreculturas Office from Action 1 of the said project was continued in partnership. In 2004, special focus was given to participating in the organisation and implementation of schemes for raising public awareness, carried out for the partnership for project development and within the the Land Pacts (in Seixal and Odivelas). As well as this, focus was also given to the training activities (attached plan) for public and private agents who work with immigrants.

A collection of postcards was produced, with phrases and photographs (some donated by ACIME) related to the theme of interculturality, to be distributed by trainees and trainers.

At the moment, a reference training work (Interculturality and equity in professional practices) is in the writing stage, based on experience gained, which will be one of the products of the project.

7.4.2. Compractice (Socrates/Comenius)

Participation in the coordination and implementation activities of the European project “Compractice: Communities Of Practice For Improving The Quality Of Schools For All”.

Two transnational meeting were held in Lisbon, in February and October respectively, on Communities of Practice and Facilitating Learning Projects in Dispersed Communities of Practice. The latter included the “in the flesh” training session of the e-learning course of the same name, sponsored by the project in partnership with ACIME.

In addition to the representatives from the project’s partner institutions, Portuguese teachers and researchers also took part in these initiatives. They had been involved with ACIME’s Education/Training Office, with the objective of supporting emerging communities of practice in an educational context.

7.4.3. Project concerning Mediators “New emerging profiles for disadvantaged publics” (Sócrates/ Grundtvig Programme)

The “New emerging profiles for disadvantaged publics” project operated within the Socrates/Grundtvig 2 – learning partnerships. The project started in August 2003.

The objective was to get to know and share the real-life experiences of the different partners working with socially disadvantaged groups, inside and outside the school space, with the target of profiting from and defining strategies and models that would allow the problems of the disadvantaged to be solved more efficiently. Given the project’s objectives, 3 meetings were organised in the countries involved (Portugal, Romania and France).

The practical result of the activities was getting to know experiences in loco. The project reinforced the need to extend the profile of socio-cultural mediators. This issue was later the subject of a study as part of the IO’s programme on “Socio-cultural mediation in Portugal: a jigsaw puzzle under construction”.



7.5. Producing and publicising materials

Producing materials and distributing them are fundamental towards achieving a policy of intercultural-ity. The strategic objectives are :

- To reflect on good practices and projects.
- To learn from the experiences of history and witnesses.
- To research and confront theoretical perspectives.
- To develop intervention proposals based on already consolidated frameworks.

7.5.1. The Learning with Diversity Guide and the “Us... at School” DVD.

Published in partnership with the Department of Primary Education, aimed at training teachers and other education professionals and partners, this is especially designed for inservice training activities and development schemes focussing on the context of the educational community. It includes a DVD “Us... at School”. Distribution began in May 2004, targeting school management and teacher trainers in School Networks, Training Centres, Higher Education Schools and other training institutions.



7.5.2. “Cooperation and Learning” Module

A training module that is simultaneously a work and a reflection proposal. It explains the reasons why a cooperative environment is propitious for learning and how it stimulates the curiosity of readers (and not merely teachers) so that they feel impelled to research and know more. It encourages cooperative learning for collaboration work between teachers and for reflection on practices.

7.5.3. “Portuguese as Host Country Language” Module

This training Module offers a space for reflection on the practices of teachers, allowing them to get to know and understand multicultural school contexts, as well as to analyse the development of different strategies for teaching Portuguese that are suitable for bi- or multilingual/cultural students. Among some of the sub-topics dealt with, focus is placed on oral and writing skills in the classroom, as well as the relationship between mathematics, mother tongue and scholarship.



7.5.4. Training Support Pamphlets

The first two editions of a collection of Training Support Pamphlets have been published. It is hoped that they can serve as a support for reflection on the different aspects of interculturality, with particular emphasis on studies centred on Portuguese reality.

1. “School-Family Collaboration – towards a culturally heterogeneous school” – a self-training guide, designed for education professionals – teachers, technical staff, Parents Association members – which includes a systemised presentation of current thinking on the issue and eye-witness accounts of successful experiences in Portuguese schools.
2. “The School-Student-Family Relationship – Intercultural Education a systematic perspective” – a study that seeks to explain these within a systematic perspective, developed in a multicultural context, including eyewitness accounts from different players in varied educational situations.



The following titles are being prepared:

3. “Intercultural Literature for childhood” – a brief guide of Intercultural Education through Literature for children
4. “Growing up bilingual” – A publication resulting from the work carried out in the bilingual education project (Portuguese and Creole) performed in two nursery schools in the Lisbon area (Centro Social do Bairro 6 de Maio e S. Maximiliano Kolbe)

7.5.5. Collaboration with the EQUAL Project “Sow to Harvest” in writing the brochure: “44 simple ideas to promote Tolerance and celebrate Diversity”

A guide designed for Public Administration services workers who deal with members of the public, targeting raising their awareness of cultural diversity, with an aim to improving the reception and conditions of integration of immigrants in Portugal.

Distribution of the Brochure “One Intercultural School and Classroom” and questionnaire for users. Distribution of The Learning with Diversity Guide and the “Us... at School” DVD (along with three public presentation sessions).



7.6. Cultural Diversity Week (17th to 21st May 2004) – ACIME/UNESCO

The Cultural Diversity Week was promoted in collaboration with Unesco-Portugal, from 17th to 21st May 2004. As part of this event, schools from the Unesco and ACIME/Entreculturas/Education networks were invited. They were included in an initiative to publicise Good Intercultural Education Practices, which culminated in a presentation session on 21st May 2004 (see the following table).

The initiatives that were selected as “Good Intercultural Education Practices” were those that gave value to learning through diversity, giving visibility and promoting dialogue and cooperation among different people and cultures, with a view to reducing stereotypes and preconceptions and combating racism and xenophobia.

Schools participating in World Tolerance Day		
SCHOOL	Title	SUMMARY/TYPE OF PROJECT
Eça de Queirós Secondary School	School Educational Project (Various projects encompassed by the Portuguese PEE)	Portuguese as a second language classes; Training courses (gypsy women); Club for sharing dances, music and traditions of different origins; The Slave Route – a History project and Unesco Project, etc.
D. João II - Setúbal Secondary School	Black Brother – White Brother	Book, written by a group of students on the history of the former colonies
Primary School nº 1 Queluz	Learning to Live Together	Cooperative learning activities carried out in class and presented to the school and parents. Project carried out by students
Externato Liceal da Torre de Dona Chama	A journey to where?	Various activities commemorating the fight against slavery and its abolition
Colégio Quiaios	The New Europe	Intercultura/Exchange Project
E P Artes e Ofícios Tradicionais da Batalha	Diversidadejovem.com	Intercultura/Exchange Project
Primary Schools 2,3 S. Julião da Barra	The Valley of Feelings	Dramatising a narrative text
Primary School Nº 1 Lisbon	Educating for difference	School Educational Project
Primary Schools 2,3 Dr Ferreira da Silva - Cucujães	Put your face next to ours	Intercultural didactic games championship
D. Duarte - Coimbra Secondary School	Don't call me a foreigner	Performing a poem
Primary Schools 2,3 Cardoso Lopes	A new look at Africa	Interactive workshops Poetry, African tales, Sounds and Voices; Dances and Drumming; Drawing and Painting; African handicrafts; Pottery



Another of the activities organised by ACIME, in partnership with UNESCO, to celebrate Cultural Diversity Week, was the construction of the Guide to the Flavours of the World, made available on line, a micro-site within the ACIME website.



The objective behind this initiative was to awaken people's will and curiosity vis-à-vis getting to know other cultures through food and increasing knowledge of what is eaten and how it is eaten in other parts of the world, which are represented today in Portugal.

The Flavours of the World Guide relied on the collaboration of a researcher, Dr. Maria Proença, who dedicated herself to the topic of multicultural gastronomy. The guide contains many illustrations and is organised like a digital book that can be perused, with bookmarks containing information about different types of traditional cuisine from 29 countries or cultural communities. Each one includes an explanation of the respective gastronomy, the most used ingredients and, furthermore, typical recipes (60 in total). The Guide also indicates where ingredients can be purchased and a guide to 248 restaurants of different «ethnic» cuisines in Portugal.

7.7. Documentation Centre

ACIME possesses a Documentation Centre, coordinated by the Education and Training Office, located in the Lisbon CNAI. Its objectives are:

- To equip and make an ACIME Documentation Centre available, open especially to the host society.
- To support research, studies and raise profiles in the areas of migration, ethnic communities, intercultural education and other themes that, directly or indirectly, are related to those areas.

7.7.1. Opening hours and location

The Documentation Centre of the High Commission for Immigration and Ethnic Minorities (ACIME) is open from 9.00 to 16.30, Monday to Friday, located on the first floor of the building.

Strategically situated within the CNAI installations, the ACIME Documentation Centre allows direct contact for all those who seek it and who are not immigrants with foreign citizens who use the services there every day.

In this way students, researchers, teachers, trainers and mere visitors bump into the faces that mirror the current cultural and ethnic diversity in Portugal, thus making sure that concepts do not remain only abstract but are learned in an immediate, real and practical dimension.



7.7.2. Users

This space is particularly popular with Higher Education students, on both an undergraduate level as well as Master's or PhD-level students. It is also visited by association leaders, researchers, teachers, trainers, interns, especially in the areas of Social and Human Sciences, Health and Law.

By the beginning of February 2005 we now have 61 users in our register, yet on average we deal with the needs of 3 users per day. Added to this, it is visited by CNAI mediators on a daily basis, as part of their self-training path.

7.7.3. Documentation Centre Database

The Documentation Centre comprises the databases of the High Commission for Immigration and Ethnic Minorities and the Entreculturas Office. New acquisitions and offers are added to these.

Firstly, an inventory was taken, followed by selection, organisation and classification. Next, all editions will be added to the DocBase programme.

The database is organised and classified in the following way:

- Migration; minorities; human rights; intercultural education and cultural diversity; discrimination, racism, and xenophobia; exclusion, integration and social mediation; Gypsy/Roma people; education; Law; series of publications.

In addition, it is possible to access statistical data on Immigration in Portugal.

The most requested topics are Immigration, Intercultural Education, Ethnic Minorities and the Gypsies/Roma people. Within these topics, the most sought after research areas are general and specific statistics (Education, Health) Health, both somatic and psychic (Ulysses syndrome, depression, anxiety,...) refugees, immigration from the East, Brazilian immigration and African immigration.

7.7.4. Objectives of the Centre

This Centre attempts to raise awareness of and promote and encourage reflection on issues related to Immigration, through making publications deemed classics, indispensable and/or irreplaceable available. In the same way, the studies by the Immigration Observatory, ACIME and ACIME/Entreculturas publications are emphasised, so as to promote what has been done in this area and to allow new approaches to previously studied topics or others that may be broached in the future.

The Documentation Centre also tries to be a dynamic space through the acquisition of new Publications, Internet searches and by listening to its users concerns, observations, criticism and suggestions.



7.7.5. Serving the public

There is no need to pre-book an appointment to be seen in person. Within its opening hours, any person may go to this Centre and consult the various Publications or seek guidance for studies, university work, or others, to explain doubts, ask for clarification of questions or help, such as with writing or filling in forms.

The books and Publications have to be consulted in loco, as there is only one copy of many of them.

In addition, this Centre has three computers connected to the Internet, which makes research and work more convenient.

7.7.6. Non face-to-face service

Reflecting the constant mission to facilitate access to information and Publications produced by the High Commission, regardless of the origin of a request, the Documentation Centre tries to serve any user or person interested in the issues of immigration and ethnic minorities via electronic mail, telephone, fax and mail.

In electronic messages, people especially ask for statistical information, national and international documents (books, studies, reports...) and legislation.

7.7.7. Acquisition, distribution and dissemination of publications

So as to promote the spread of useful and necessary information on immigration and ethnic minorities, the ACIME Documentation Centre always tries to answer requests for publications wherever possible.

These requests are made directly or arrive via mail, both conventional and electronic. Here the search is especially for intercultural materials (ACIME/Entreculturas), Gypsies/Roma people (Interface collection and Nomad Project) and general information on immigration, namely from the IO studies and ACIME publications.

As well as distribution which is carried out via this High Commission's mailing list, it is also necessary to process requests from institutions, agencies, ministerial departments, private institutions, immigrant associations, non-governmental organisations or public and private bodies that receive or work directly with and for immigrant, foreign or ethnic minority citizens.

Regarding intercultural education, the ACIME Documentation Centre regularly receives visits and requests from teachers, education professionals, trainers and other education assistants, as well as from researchers and students wishing to carry out work and studies in this area or who are looking for support material to use in the classroom and school.

Moreover, it is the Documentation Centre's duty to prepare, support and accompany groups of visitors, both Portuguese and foreign, who come to see the ACIME and CNAI installations.

This Centre's other tasks include preparing and monitoring ACIME publication launches or presentations of studies taking place as part of the Immigration Observatory.

More than a mere Documentation Centre, this space tries to be a resource centre where all those who visit it may find what they are looking for or take tips with them for reflection when consulting publications and the Internet and the supply of ACIME, ACIME/IO, ACIME/Entreculturas publications within the area(s) of interest.



Chapter VIII



Chapter VIII

Raising public awareness for tolerance and reception

8.1. “Immigration and Ethnic Minorities – Journalism for Tolerance” Prize



The “Immigration and Ethnic Minorities – Journalism for Tolerance” Prize was established in 2002 with the objective of promoting tolerance and integration, fighting all types of racism and discrimination, and contributing towards understanding cultural, religious and ethnic differences.

The Prize is an annual competition for journalists from all areas of the media as well as academics who study the relationship between Media, Immigration and Ethnic Minorities and have the following as their primordial objective: reinforcing the importance of tolerance and defending human rights in immigrant and ethnic minority communities in the media.

The Prize aims to reward academic or media professionals and their work, thus promoting reference standards on how to approach discrimination, regardless of its form (nationality, language, religion or creed, colour or ethnic origin).

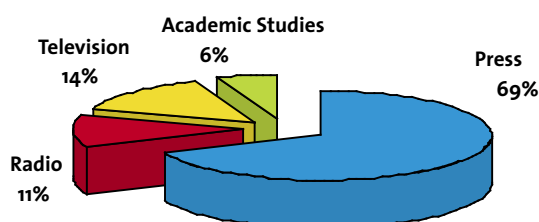
The Prize promotes editorial independence, high standards of professionalism and ethics among journalists and diversity in media outlets, as well as the quality and academic thoroughness of academic studies within this topic (from 2004 on, it was decided to stop awarding the Prize for academic studies).



2002 Year.

The first time it was staged, referring to work from 2002, 35 applications were received, split up into categories in the following manner:

Applications received by Category - 2002



On the 14th May 2003, the Jury of the “Immigration and Ethnic Minorities – Journalism for Tolerance” Prize met, consisting of Cristina Ferreira de Almeida, Adelino Gomes, José Luís Ramos Pinheiro, Helena Sousa and Jorge Wemans (President of the Jury).



The jury decided:

1. To award the Main Prize to Sofia Branco for articles on Female Genital Mutilation published in the Público newspaper on the 4th August and the 27th December 2002.
2. To award the Press Prize (written and on-line) to Isabel Nery for the article Snippets from a Doctor’s Life published in the magazine Visão on 21st November 2002;
3. To award the Radio Prize to Maria Paula Sá Fernandes Borges da Silva for the work “Island of the Blacks: a forgotten past” broadcast on RDP-África in June 2002;
4. To award the Television Prize to Cristina Boavida for the report “Journey to the Ukraine” broadcast on the SIC channel on 4th December 2002;
5. To award the Academic Studies Prize to Sofia Castanheira Miravent Tavares for the work “Sensationalism and Racism in the case of the homicide of a police officer in Damaia”, presented at the School of Social Communication (Lisbon Polytechnic Institute) in December 2002.

The Jury was pleased with the amount and excellence of work submitted, the quantity and quality all the more noteworthy as this was the first time of the “IMMIGRATION AND ETHNIC MINORITIES – JOURNALISM FOR TOLERANCE ” Prize had been awarded. The President thanked the members of the jury for their

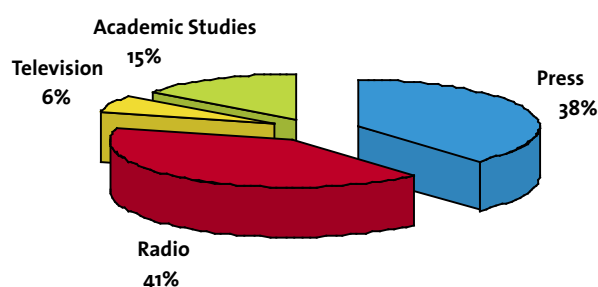


careful and thorough work, which made it possible to overcome the difficulty of choosing due to the quality and diversity of work submitted to the competition.

2003 Year.

The second time the Prize was staged, 34 applications were received, split up into categories in the following manner:

Applications received by Category - 2003



On 17th May 2004, the jury met at the premises of the High Commission for Immigration and Ethnic Minorities to deliberate on the works presented for the 2003 “Immigration and Ethnic Minorities – Journalism for Tolerance” Prize.

Similarly to the previous year, figures of renown were invited to join the jury: Dr. Estrela Serrano, (ex)ombudswoman of the “Diário de Notícias” newspaper; Dr. Graça Franco, journalist from Rádio Renascença; Dr. Mário Robalo, journalist from the “Expresso” newspaper; Dr. Joaquim Furtado, ombudsman from “O Público” newspaper and Professor Rogério Santos, from the Portuguese Catholic University, president of the jury.



After meeting, the jury decided the following:

1. Main Prize – awarded to a series of two pieces of journalism entitled “Missnana, the light sleep of death” and “A baby is a passport to heaven”, authored by Paulo Moura (Público newspaper).
2. Written Press Prize – awarded to Visão magazine for the report “Rejected” by Alexandra Correia.



3. Radio Prize – awarded to the RDP team made up of Helena Figueiras, Mário Antunes and António Pires, for their piece entitled “On the wings of Sergio Démian – a lighthouse beacon in Portugal”. An honourable mention, also in the Radio category, was given to the work of the TSF journalist, Manuel Vilas-Boas, entitled “The colour of days”.

4. Television Prize – the Prize was not awarded.

5. Academic Work - ex-aequo:

a. Doctoral Thesis entitled “Racism and ethnicity in Portugal: a psycho sociological analysis of homogenising minorities”, by Maria Rosa Soares Pedrosa Cabecinhas, from the Department of Communication Sciences of the Institute of Social Sciences, University of the Minho.

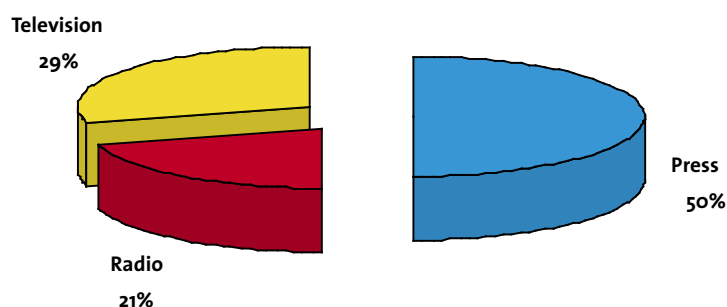
b. Doctoral Thesis entitled “Social representations of the Gypsy/Roma community” by Manuel Augusto Abrantes da Costa, from the Department of Anthropology of the Faculty of Sciences and Technology, Coimbra University.

The jury recommended that the aforementioned works be published, accompanied by a third by Carla Patrícia Adegas, from the Institute of Journalism Studies, Coimbra University, entitled “Immigrants in Portugal: identities reconstructed in the pages of a newspaper”.

2004

This year 24 applications were received, duly divided as follows:

Applications 2004



8.2. Publicity Campaign “Immigrant Portugal. Tolerant Portugal”

Reinforcing the importance of raising public awareness regarding tolerance and welcoming, a publicity campaign was conceived and carried out, under the motto “Immigrant Portugal. Tolerant Portugal”, on television, in the Press and on billboards.



A creative idea supplied by the UZINA agency, this campaign tried to develop two key concepts: on the one hand, to connect immigrants' experiences of the host society to our experience of emigration, and, on the other, to thank immigrants for the contribution they give to Portugal's development.

Message behind the Communication:
RECEIVING AND INTEGRATING

Main Message Supporting Ideas

- Tolerance
- Openness
- Transmitting culture
- Affinity
- Proximity
- Creating wealth for Portugal
- Interculturality
- Multiculturalism

Positioning

- Demographic profile: all sectors of the population.
- Psychographic profile: campaign focussed on the sectors of the population with a psychographic profile of deep-rooted difficulty in accepting the values of the "Other", the "different": seeking to destroy stigmas and preconceptions through positive and pedagogical messages.

Media:

- RTP 1 TV channel
- Channel 2.
- The NÓS Programme – Channel 2:
- National Mupis (700 positions / 2 weeks)
- National written Press (Expresso, Jornal de Notícias; Público)
- Regional written Press



8.3. World Tolerance Day Commemorations (2003)

ACIME commemorated World Tolerance Day on 16th November 2003 with the focus heavily on the contribution of the major religions towards tolerance, thus contradicting the dynamic of civilisation shock that has been creating distance and fear between different cultures and religions. The following programme was developed for this occasion:

- Visit to the EB1 nº 1 Lisbon Primary School (R. S. Lázaro) – “A multicultural school, a culture of tolerance”
- Colloquium “The promotion of Tolerance in Religions” – Foz Palace, Room of Mirrors

Opening - High Commissioner for Immigration and Ethnic Minorities

Speeches:

- D. Manuel Clemente, Representative of the Catholic Community
- P. Alexandre Bonito, Representative of the Orthodox Community
- Dr. Abdoul Vakil, Representative of the Muslim Community
- Dr. Ester Muznick, Representative of the Jewish Community
- Dr. Ahansraj Ashok, Representative of the Hindu Community
- Dr. Paulo Borges, Representative of the Buddhist Community

Message from the Director General of UNESCO for World Tolerance Day, read by the President of the National UNESCO Committee, José Sasportes

Closing session – Vice Secretary of State to the Ministry of the Presidency



Chapter IX



Chapter IX

Gypsy/Roma community

9.1. Integration of the Gypsy/Roma community

The Constitution of the Portuguese Republic does not foresee the existence of a legal status of “national minority”, bestowing upon all citizens the same social dignity and equality in the eyes of the Law (Art. 13). This does not mean that, in sociological terms, the Gypsy/Roma community is not an ethnic minority. In reality, integrating this community into Portuguese society is a challenge for both Gypsy/Roma families as for society in general. Only by bearing this in mind in interventions will it be possible to create a more cohesive society, able to meet the legitimate expectations of every citizen concerning rights and duties recognised by all.

In this respect, ACIME has attempted to carry out activities to promote dialogue between the different bodies involved on the ground, namely the Gypsy/Roma Associations, NGOs and public institutions that work with and for these families and researchers.

9.2. Selling on the Street

In modern societies, access and job market integration are fundamental for any family’s integration into the job market. Reality shows the great difficulty that gypsy families have in this area, and it is not difficult to see that selling on the street continues to be the source of revenue of many families from this community.

In the dialogue that ACIME has sought to develop with the different bodies, especially focussing on the Gypsy/Roma Associations and the Gypsy/Roma Pastoral National Work, appeals have often been made for the need to intervene in this area, given the difficulties witnessed by the community in selling on the street. On the one hand, they have complained about a lack of selling space and a drop in the number of licenses issued for selling on the street. On the other hand, they have criticised certain heavy-handed interventions by the public law-enforcement agencies.

In this context, a Working Party concerning Selling on the Street was set up in April 2003, comprising the following bodies:

- Lisbon Gypsy/Roma Pastoral Diocese Secretariat,
- Gypsy/Roma Pastoral National Work
- Association of Romany Workshops,
- Roots of Calé Association
- Lisbon City Council,
- Guarda Nacional Republicana Police Force,
- European Study and Training Centre on Migration (CEFEM)
- Entreculturas Office

This Group has met twice and reflected together on issues raised by the different bodies, underscoring the need to enforce the law, but also to promote increasingly humane practices that promote the integration of all into society. The fruit of this work is encapsulated in the publication “Charter of Principles for Selling on the Street” in the following terms:



Charter of Principles for the Gypsy/Roma community and Selling on the Street

1. Selling on the Street, within the framework of Decree-Law 122/79 of 8th May, has always been the economic activity performed by the Gypsy/Roma community par excellence, as a profit-making economic activity. To it must be accorded equality of circumstances with other Portuguese citizens.
2. As part of traditional practices performed by the Gypsy/Roma people, passed down from generation to generation, it is still, regardless of the economic transformations resulting from the global market, the fundamental and alternative activity for this community, target of ethnic discrimination and low levels of schooling which render difficult or impede entry to the job market through other professional activities.
3. Work is considered the basis of the entire social system, being for this very reason fundamental for the social integration of citizens. Selling on the Street, as the main professional activity of Gypsy/Roma citizens, plays, in this respect, a fundamental role in their social inclusion in society. The nature of this activity allows the ties between the majority society and the Gypsy/Roma community to be strengthened, making places of sale a space for experiencing interculturality and diversity.
4. One of the four basic features of economic union is “the policy of competition and other measures with a view to consolidating market mechanisms”. The principles of free competition and consumer defence are enshrined in the Constitution of the Portuguese Republic, in the terms of nº 1 of article 61. “Private economic initiative is performed freely within the frameworks established by the Constitution and the law and bearing in mind general interest”. “Nº 1 of article 81 of the EC Treaty forbids agreements and fixed practices which may affect trade...”. Respecting these principles, Selling on the Street may be seen as an economic activity that fully fits the principles of the Portuguese Constitution, promoting a service to all the community.
5. Considering respect for the existing legal framework, as well as the common objectives of the European strategy for social inclusion established at the Nice European Council (“Promoting participation in employment and access for all to resources, rights, goods and services; Preventing the risks of exclusion; Taking action on behalf of the most vulnerable; Mobilising all players”) mean that Selling on the Street, as the fundamental economic activity of the Gypsy/Roma community, must be respected, promoted and have its regulations reviewed and updated.
 6. As a legitimate economic activity, it also bears specific duties to which all street sellers should adhere, among which the following are underscored:
 - a. The duty to refuse to sell illegal, counterfeit, falsified products or those in a bad condition.
 - b. The duty to fulfil fiscal obligations as freelance workers.
 - c. The duty to defend the consumer.
 - d. The duty to respect the rules of loyal competition.
 7. The relevant authorities must supply suitable and viable spaces for the activity of Selling on the Street, its practice and with the necessary infrastructures for its smooth operation.
8. The issuing and renewal of cards for Selling on the Street must be guided by the principle of creating inclusion opportunities for this community, through this economic activity and any type of restriction on ethnic discrimination grounds must be fought.
9. The profession of Street Seller must be revalued by investing in socio-professional training as an indispensable way to allow street sellers the instruments to make selling on the street meet the needs of consumers better;



10. The educational system should contain solutions that facilitate integration at School and the non-dropout of Gypsy/Roma children whose families carry out the activity of selling on the street.
11. The creation of Associations of Street Sellers must be promoted, as well as the involvement of the Gypsy/Roma Associations, which can carry out dialogue and defend the specific rights of street sellers before the relevant authorities in the matter;
12. All and any type of Selling on the Street that involves illicit products must be denounced and combated forthwith by the street sellers themselves, promoting respect for the law and defending the public image of selling on the street.
13. A Code of Ethics must be written and signed by street sellers and their Associations, reflecting the principles outlined in this document.

With the intention of presenting the work carried out by the Work Group, enhancing it and broadening its scope to other bodies, ACIME promoted a Seminar given over to the topic of Selling on the Street on 25th November 2005. All the Gypsy/Roma Associations were invited to this seminar, as well as other bodies carrying out activities with this public.

The seminar sought to reflect on the different approaches in this topic with interventions from:

- 2 representatives of the community (Mr. António Pinto Nunes – Street Seller – and Mrs. Anabela Abreu – President of the Roots of Calé Association);
- 2 representatives of local councils (Dra. Idália Moniz – Councillor of Santarém Municipal Council – and Dr. Carlos Miguel – Deputy Mayor of Torres Vedras Municipal Council);
- 2 researchers (Prof. Orlando Garcia and Dra. Alda Gonçalves – to present their study: “Tradition and Prospective in the Meanders of the Gypsy/Roma Economy”);
- 2 European specialists (Dr. José Manuel Fresno Garcia and Dr. José António Jiménez – to share the European experience and particularly the Spanish experience).

Already in 2004, seeking to promote the proposals outlined in the Charter of Principles For Selling on the Street, this was sent to all the country’s municipal councils and to bodies with specific responsibilities in the access and practice of this activity. In the sent item, public discussion of the Charter within three months was proposed, thus trying to promote debate and reflection on this topic with the objective of reaching a consensus.

Receptiveness to this mission has been shown to be positive, as practically a quarter of all councils have reacted positively to this challenge. This can be taken to mean that there is a broad consensus as to the Charter’s content, which is important to promote throughout civil society as a whole. In this respect, ACIME promoted the signature of the Charter of Principles on 3rd March 2005 in Porto, with five councils symbolically present (Coimbra, Estarreja, Mealhada, Vila Franca de Xira).

9.3. Romanian Gypsies

Having been notified by different bodies of Romanian families using children to beg on the streets, putting these children’s health in jeopardy, ACIME saw fit, once again, to call together different organisations that could in some way contribute to solving this situation.

In reality, Romanian citizens may enter our country without a visa and may stay for 3 months (extendable by up to 2 periods of 3 months). As begging is not a crime and is only to support these families, it is an extremely complicated matter to resolve this situation.



In 2002, a Work Group was set up to reflect on this issue and put forward solutions.

It included:

- Service for Border Control and Aliens (SEF),
- Lisbon City Council,
- The Municipal Police
- Lisbon Gypsy/Roma Pastoral Diocese Secretariat
- Gypsy/Roma Pastoral National Work
- The Road Project of the Institute for Child Support.

Resulting from these work sessions, an Information Sheet was produced in Romanian on children's rights. This was distributed among the Romanian population at the end of 2002 through the different bodies participating in the Work Group, who together took on the task of continuing to monitor the situation. In addition to this, work was carried out to try and stimulate cooperation between public institutions and those of civil society.



9.4. Gypsy/Roma Associations

From ACIME's perspective, the association movement of the Gypsy/Roma community itself is a central partner for integration in society. On the one hand, it is a signal of the community's own willingness to participate in society, promoting dialogue with it, legitimately representing Gypsy/Roma families, creating civil participation practices and intervening to promote its interests, bearing in mind both the rights and duties of citizens. On the other hand, it presents the possibility that the community itself can undertake action and projects, in partnership with other bodies, which can meet the needs that it itself feels, thus becoming a player in its integration.

In this sense, ACIME has tried to forge closer links with Gypsy/Roma Associations, some of them having a long history since they were set up, but for the most part greatly lacking in organisational, technical and human terms. ACIME's action was above all encouraging, in the sense of promoting the work of association leaders and by making them responsible for the work carried out, the level of dynamism of associations, the level of membership and corresponding to what the communities require of associations as well as acknowledging the difficulties experienced by the community.



Throughout this period meetings were held to this end with leaders of the different Gypsy/Roma Associations all over the country, trying to meet all the Associations that had been set up. As of this moment, the following associations are part of ACIME's database:

- Association of Romany Workshops,
- 'The Vikings' Social, Recreational and Cultural Association;
- Águeda Gypsy/Roma Social, Recreational and Cultural Association;
- Coimbra Gypsy/Roma Social, Recreational and Cultural Association;
- Matosinhos Gypsy/Roma Social, Recreational and Cultural Association;
- Leiria Gypsy/Roma Association;
- Portuguese Romany Union;
- AMUCIP – Association for the Development of Portuguese Gypsy/Roma Women and Children;
- Gypsy/Roma of Today Association;
- APODEC – Portuguese Association for the Development of the Gypsy/Roma People;
- ARCA - Roots of Calé Association;
- AJOROM - Portuguese Association of Romany Youth;
- Gondomar Gypsy/Roma Social, Recreational and Cultural Association;
- Espinho Gypsy/Roma Social, Recreational and Cultural Association;

The result of the meetings at the end of 2004 was the drafting of a document, which sought to mirror concerns, needs and proposals experienced and presented by association leaders. It analyses different areas of community life: Health, Education, Employment/Training, Selling on the Street, cultural mediation and association life.

9.5. Partnerships

In addition to the Gypsy/Roma Associations, it is important to highlight a set of Bodies/Projects, which have carried out important work at the level of integrating Gypsy/Roma families into society. Its experience on the ground, both in needs-diagnosis as well as methods to be followed, constitutes a considerable database of information, which must be harnessed. ACIME has had closest contact with:

- Santa Casa da Misericórdia /Social Promotion of Gypsy/Roma Programme;
- Gypsy/Roma Pastoral National Work and Diocesan Secretariats;
- Institute of Educational Communities/Nómada Project;
- European Anti-Poverty Network/SINA Group;
- CEFEM;
- Integrate Association;
- Olho Vivo Association;
- SOS Racism
- Blue Camp Project (Olhão);
- Nómadas Park Social Support Centre (Coimbra);
- Portuguese Red Cross;

In addition to these bodies, ACIME has also had contact with some researchers who have recently been examining the Gypsy/Roma community and in particular their integration.

In December 2004, as a way of promoting reflection and shedding light on the work to be done, ACIME held a meeting with technical staff and researchers. This was followed by a second meeting in January 2005, extended to the Gypsy/Roma Associations, and a third meeting on 3rd March.



At these meetings, the different concerns experienced have been reflected upon and what should be considered in future interventions. We have underscored the need to carry out a sociological characterisation study (quantitative and qualitative), in the sense of acknowledging the social, geographic, demographic and cultural reality of Portuguese Gypsies/Roma as it stands throughout the country. Real knowledge of the Gypsy/Roma community situation is an immediate necessity. Only by really knowing the community and by being able to present concrete data concerning its situation will we be in a situation to sustain viable projects and partnerships that meet its real problems. In this regard, ACIME will launch a five-body consultation in March with the objective of presenting bids to carry out studies.

9.6. Publications

Matching the need for information on the community and the existence of some studies carried out before July 2002, with the support of the Foundation for Science and Technology, ACIME took the initiative to publish these studies.

At this moment two studies are in the process of publication:

BRIDGES FOR OTHER JOURNEYS

By Luísa Cortesão, Stephen Stoer and Maria José Casanova



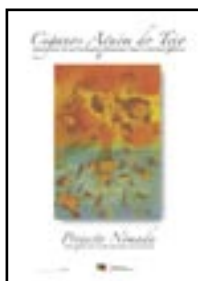
The Gypsy/Roma community is faced with various problems in its relationship with Portuguese society, such as at the level of compulsory schooling. It is necessary to deepen knowledge of what is available to be able to confront some of the difficulties that are faced during the school process. Thus, through this work, an analysis is taken of the meanings that school as an institution has for the Gypsy/Roma community and what the representation of teachers from the said community and their own work with children belonging to this socio-cultural group are like.

HEALTH/SICKNESS – IT'S A CULTURAL QUESTION –Attitudes and Behaviour of Maternal Health among Gypsy/Roma Women in Portugal. Researchers Luísa Ferreira da Silva/ Fátima Sousa (et al).



The following studies are in the pre-publication stage:

- GYPSY/ROMA COMMUNITIES: REPRESENTATIONS AND EXCLUSION/INTEGRATION DYNAMICS.
By Eduardo Costa Dias
- PATHS OF GYPSY/ROMA IN PORTUGUESE LITERATURE
By Luís Souta / Elisa Lopes da Costa
- GYPSIES/ROMA AND NON-GYPSIES – THE SEARCH FOR INTERCULTURAL MEETING
By Helena Costa Araújo (Resp.)
- SOCIAL REPRESENTATIONS OF THE GYPSY/ROMA AND NON-GYPSY COMMUNITIES: IMPLICATIONS FOR SOCIAL INTEGRATION.
By José Marques (Resp)
- LOOKS OR MEMORIES OF GYPSY/ROMA? SOCIAL REPRESENTATIONS OF THE GYPSY/ROMA COMMUNITIES IN PORTUGUESE SOCIETY:
by Jorge Correia Jesuíno (Resp.)
- INTERETHNIC COEXISTENCE, SPACES AND SOCIAL REPRESENTATIONS: GYPSY/ROMA AS SEEN BY OTHERS
By Isabel Duarte (Resp.)



On another level, in partnership with the Institute of Educational Communities, ACIME published the work “Gypsies/Roma beside the Tagus – Proposed nomad activities for primary education” by Teresa Fernandes, Mirna Montenegro, Susana Nogueira, Anabela Santos and Mário Santos.

The fruit of collective and ongoing work, undertaken by teaching staff involved in the Nómada Project for nine years, it is also revealing in terms of its spirit of creativity. Faced with nonexistent pedagogic materials for working with children, young people and adults of Gypsy/Roma stock, these teaching staff displayed their boldness and pleasure in creating, inventing, adapting and adjusting some of their proposals and those of others to the needs, interests and motivations they encountered, instilling them in a curriculum that aimed to be broad and demystifying in terms of local knowledge.

The book is composed of four journeys: the first journey, through History and other stories, had the special cooperation of the historian Elisa Lopes da Costa; the second journey was undertaken using some Customs; the third journey, through Mathematics and Life, was written by Teresa Vergani, a specialist in ethnomathematics.



Lastly, it is pertinent to pay reference to the Interface Collection, available at the Documentation Centre, the result of the Entreculturas Office's inclusion at ACIME, which is a benchmark reference work for interventions in the area of multiculturalism, geared up around working with the Gypsy/Roma community.

- Gypsies: from India to the Mediterranean, the migration of the Gypsies, Donald Kenrick, 1998;
- Gypsies under the swastika, Donald Kenrick and Grattan Puxon, 1998.
- Gypsies and Degredos – the Cases of Spain, Portugal and England, XVI – XIX centuries, Antonio Gómez Alfaro, Elisa Lopes da Costa and Sharon Sillers Floate, 1999
- Minority and schooling : the gypsy course, Jean-Pierre Liégeois, 2001.
- What luck, gypsies at our school! , (coord.) Maria Helena Torres, 2001
- Teacher's Guide – 1st cycle M^a Amélia Mendonça
- School/Community Collection, coordinated and authored by Maria Helena Noronha

9.7. Participation in activities staged by other entities

Among the various seminars, meetings and encounters where ACIME has been represented, special emphasis must go to meetings promoted by the Directorate General for Consular Affairs on the topic of Portuguese Gypsy/Roma citizens going to Spain for temporary work. In a great number of these situations, these citizens are not guaranteed even the minimum working conditions, nor are they assured the necessary conditions for accommodation of their families.

Together with the General Labour Inspectorate, this group is studying possible ways of intervening so as to safeguard the rights and interests of these citizens and avoid confrontational situations with the populace, which have frequently occurred and been noted at consular posts.

9.8. European Projects

At the end of 2003, ACIME was invited by the Fundación Secretariado General Gitano (FSGG), based in Spain, to participate in an application to the Community Action Programme to Fight Discrimination 2001-2006. ACIME accepted the challenge and the project, entitled ROMA EDEM has been approved both in Phase 1 and, more recently, Phase 2.

The Project fits into the area of employment and education, with an approach centred on equal opportunities. In this sense, the goal is to promote access to and combat barriers to the inclusion of ethnic minorities in the job market and schools, both on a practical and legislative level. Training and also empowerment activities of key players are also planned, both for public administration and private organisations, as are raising public awareness, participation and empowerment of Gypsy/Roma Associations at the level of equal opportunities in employment and education, in so far as they can then play a more active role in defending their interests and promoting solutions.



The partners in this project are:

Spain	Fundación Secretariado General Gitano (FSGG)
Northern Ireland	Equality Commission for Northern Ireland
Portugal	High Commission for Immigration and Ethnic Minorities
Hungary	Parliamentary Commissioner for the Rights of National and Ethnic Minorities
Czech Republic	Human Rights Department of the Office of the Government
Romania	National Council Combating Discrimination Romani CRISS

Phase 1 was carried out in 2004, the work being thus focussed on completing the diagnostic of the different countries' realities and projecting activities for the future. Each partner thus performed a diagnosis of the situation of the national minorities concerning access to Health, Education, Justice, Accommodation, Employment and Professional Training, as well as existing measures and devices in this area that encourage access to integration an equal treatment in their country.

At this time, following the Phase 2 application approval, a transnational meeting is planned for February in Madrid, so as to advance with completion of the activities outlined for the next 2 years. Among these, the staging of an international seminar is to be highlighted, along with two national seminars, the creation of a web site and the production of information guides.

9.9 The Gypsy/Roma community in the CICDR

In this area, emphasis is given to the work carried out by the Committee for the Fight Against Racism and Racial Discrimination , to which Mrs. Anabela Abreu, President of the Roots of Calé Association, has been invited so that the Committee may have a representative from the Community.

In the scope of its remit, (see chapter IV) ACIME/Gypsy/Roma community.



Chapter X



Chapter X

Advisory Council for Immigration Affairs (COCAI)

10.1. Framework

The Advisory Council for Immigration Affairs (COCAI) was established by Decree Law No. 39/98, of 27th February.

It originated from the necessity experienced, following the establishment of the Office of the High Commissioner for Immigration and Ethnic Minorities (Decree Law No. 3-A/96, of 26th January) to embody the demands involved in setting up this Office, not just on an informal basis, but also on an institutional one. In particular, this concerns promoting consultation and dialogue with the bodies representing immigrants in Portugal and ethnic minorities, in collaboration with social partners, social solidarity institutions and other public and private bodies operating in this area.

These concerns were the same concerns of the Council of Europe itself, which indicated that States need, in their sphere of influence, to ensure the implementation of consultancy mechanisms and participation of immigrants in the work they promote regarding integration and intercommunity relations.

With the coming into force of Decree Law No. 251/2002 of 22nd November, which established the High Commission for Immigration and Ethnic Minorities, COCAI became part of ACIME as one of its bodies (art. 3º. 3/b).

In addition to the changes to its make-up, seen with the entry into force of Decree Law 251/2002 of 22nd November, COCAI's main competencies remained practically unchanged. These changes made to its make-up did nothing more than mirror, from a regulatory point of view, the new sociological reality (different origins of migratory flows) of immigration.

The main competencies of COCAI are (on its own initiative or whenever requested by the High Commissioner): to reach a verdict on diplomas referring to immigrants' rights; take part in defining social integration policies that target the elimination of discrimination and promote equality; participate in defining measures and actions that aim at improving immigrants' living conditions and monitor their implementation: take part in defending immigrants' rights, respecting their identity and culture, by formulating proposals for promoting this; carry out other competencies bestowed upon it by law.

COCAI's objective is thus to ensure the participation and collaboration of the associations that represent immigrants, social partners and social solidarity institutions in defining social integration and policies and those which fight exclusion.

COCAI also plays an important role in the terms of the legal statutes of Immigrant Associations (Law No. 115/99 of 3rd August and Decree Law 75/2000 of 9th May), as it has to give its prior opinion on recognition of representation for Immigrant Associations and requests for financial support (annual or whenever necessary) that associations make to the High Commissioner.



10.2. Constitution

COCAI is composed of: The High Commissioner, who chairs it, The Deputy High Commissioner, a representative of each of the immigrant communities of the Portuguese-speaking countries, a representative of each of the three largest immigrant communities not included in the previous group, a representative of the private social solidarity institutions, two representatives of institutions that work with immigrants, two representatives from employers' associations and two Trade Union representatives based at the Economic Social Council, two citizens of recognised merit, a representative from the Government responsible for affairs relating to emigration and Portuguese communities, a representative of the Ministry of Internal Administration, a representative of the Ministry of Education, a representative from the Ministry of Social Security and Employment, a representative from the Regional Government of the Azores, a representative from the Regional Government of Madeira and a representative from the National Association of Municipalities.

COCAI is composed of the following members:

- High Commissioner for Immigration and Ethnic Minorities – P. António Vaz Pinto, s,j
- Deputy High Commissioner - Dr. Rui Marques
- Dra. Rosário Farmhouse – representative of the institutions that work with immigrants (SJR)
- P. Rui Pedro – representative of the institutions that work with immigrants (OCPM)
- Dr. Pedro d' Almeida Freire – representative of Employers' Associations (CCP)
- Dr. Nuno Biscaya – representative of Employers' Associations (CCP)
- P. Veríssimo Teles – representative of the Private Institutions for Social Solidarity (IPSS)
- Dr. José Manuel da Luz Cordeiro – Trade Union representative (UGT)
- Mr. Carlos Manuel Alves Trindade – Trade Union representative (UGT)
- Prof. Eugénio da Fonseca – citizen of recognised merit (Cáritas)
- Dr. Joaquim Azevedo – citizen of recognised merit (Cáritas)
- Engineer Carlos Vianna - Representative of the Brazilian Community
- Dra. Alcestina Tolentino – representative of the Cape Verdean community
- Dr. Augusto Mendes Pereira – representative of the Guinean community
- Dr. Isaac Paulo – representative of the Angolan community
- Dr. António Cádio Paraíso – representative of the São Tomé community
- Mr. Y Ping Chow – representative of the Chinese community
- Dr. Timóteo Macedo – representative of the Eastern community
- Dr. George Zmafir – representative of the Romanian community
- Ambassador Sequeira e Serpa – representative of the Government responsible for affairs related to emigration and Portuguese communities
- Dra. Jarmela Pallos – representative of the Ministry of Internal Administration
- Dra Alexandra Vasconcelos – representative from the Ministry of Education
- Dra Maria Cândida Soares – representative from the Ministry of Social Security and Employment
- Dra Cláudia Meneses da Costa – representative from the Regional Government of the Azores
- Dr. Gonçalo Nuno Perestelo Santos – representative from the Regional Government of Madeira
- Mr. Joaquim Raposo – representative of the National Association of Municipalities



10.3. Decisions of COCAI Meetings

COCAI has met 11 times and examined, deliberated, debated and given its opinion on the following topics:

1. Opinion on the project to alter Decree Law 244/98 of 3rd August, with the changes introduced by Law 97/99 of 26th July and by Decree Law 4/2001 of 10th January;
2. Approval of COCAI's internal regulations;
3. Approval of the recommendation, designed for ACIME, in the sense of fast-tracking promotion of suitable legislative measures in the different competent bodies so that the funding system foreseen in Decree Law 75/2000 of 9th May could cover not only Immigrant Associations but also Associations that work with immigrants;
4. Official opinion of the Ombudsman on COCAI's structure;
5. When the proposal presented by ACIME is approved, regarding the assessment of occasional requests for funding, it is not necessary to call an extraordinary meeting. Rather, these requests will be decided on by communicating the content of the request made by the Immigrant Associations to the Counsellors and if there is no verdict within a week, the requests for funding shall automatically be approved.
6. Approval of the document proposed by ACIME and adopted by COCAI entitled "Proposed positions for COCAI on the regulations of the "New Immigration Law", Law 34/2003 of 25th February" as well as the document "COCAI's Recommendations for the rules and regulations of Decree Law 34/2003";
7. Vote and approval of the opinion regarding the rules and regulations of Decree Law 34/2003 (14 votes for, 6 votes against, 2 abstentions); vote and approval of the diploma referring to the registry of children of illegal immigrant parentage (21 votes for, 1 abstention), vote on the "Report on Job Opportunities" (10 votes for, 10 votes against, 2 abstentions);
8. Approval of a Committee to monitor the "New Legislation" referring to immigration; committee set up at COCAI level.
9. Approval of 3 Recommendations: (1) – to ask the competent authorities for information on the effective application of RCM 51/2004 of 13th April, (2) – to propose the drafting of a management scheme for opportunities for the workforce, in accordance with the "Report on Job Opportunities", (3) – to define carefully the centres for decision in this area;
10. Assessment of 38 requests for recognition of Immigrant Associations, in the terms of and for the effects of Law 115/99 of 3rd August and Decree Law 75/2000 of 9th May;
11. Assessment of 118 requests for financial support by Immigrant Associations, in the terms of and for the effects of Law 115/99 of 3rd August and Decree Law 75/2000 of 9th May. In the 2003 to 2005 period, COCAI awarded a total amount of 961,579 € in funding for Immigrant Associations.



10.4. COCAI and Immigration Laws (DL 34/2003 e o DR 6/2004)

In the framework of the law on entry, stay and departure and removal of foreign nationals from Portugal and its rules and regulations, COCAI has intervened in a relevant manner by including some significant changes, from the stance taken at its 28th April 2003 meeting by all counsellors, with the exception of one Ministry of Internal Administration representative, in the following terms:

COCAI'S CONTRIBUTIONS TO THE REGULATIONS OF DECREE LAW 34/2003

“Last 12th March, Decree Law No. 34/2003 of 25th February took effect, encompassing the entry, stay and departure of foreign nationals from Portugal.

The Advisory Council for Immigration Affairs greets and records with pleasure the Final Declaration of His Excellency The President of the Republic, at the closure of his Open Presidency dedicated to Immigration, namely point 3 where reference is made to “the need to strengthen development of active integration policies for the communities that are already among us, dealing with the human dimension of so many personal dramas with flexibility and solidarity. They are not responsible for the mistake made by the State in the past, they cannot therefore be its victims”.

The Advisory Council for Immigration Affairs greets and records with pleasure the declarations made by His Excellency the Minister of the Presidency at the extraordinary meeting of COCAI, held in the scope of the Open Presidency and records his declarations to the media where he mentioned “Legalising immigrants already in Portugal and family reunion are the government’s priorities in the legislation of the new Immigration Law (...). Concerns lie with legalising immigrants who are already in Portugal and family reunion, both for those with residence visas and those with permission to stay visas and with children of immigrant parentage born in Portugal”(LUSA; 11.3.2003).

Similarly, the Advisory Council for Immigration Affairs records with satisfaction the declarations made by His Excellency the Minister for Internal Administration, in an interview with Antena 1 (14.3.2003), when he stated: “This person (illegal immigrant) will be given a time period to obtain the visa required. They should do so in coordination with the services that will always advise them on the best way to solve the problem and try to obtain this visa. (...) We will soon publish an administrative ruling where we will specify a series of situations which shall allow the speedy resolution of problems so that they do not reach the point where, for example, people who are pretty well integrated have to give up everything and see their positions be filled by others at a later date.”

Within this framework and in accordance with the efforts made, the Advisory Council for Immigration Affairs (COCAI) having reached a verdict within the due time and in the terms of the law on the aforementioned diploma, added to which is now, in the scope of its competencies described in Art. 5, No. 4 of Decree Law 251/2002, the task of reaching a verdict on aspects it considers fundamental for upholding the law. It will do this through real proposals, aimed at the main topics that need regulating.

Thus, the Advisory Council for Immigration Affairs wishes the following proposals be considered in the regulations of Decree Law 34/2003 of 25th February:

(Family reunion in cases of authorisation to stay. Possibility of spouse working. - Art. 38, No. 1, paragraph c)

1. The assessment criteria for granting a temporary stay visa for family reunion for holders of Authorisation to Stay (cf. foreseen in Art. 38, No. 1, para. C) must be exactly the same as those for family reunion of



residence authorisations in the terms of articles 56, 57 and 58

2. These temporary stay visas must be issued freely. This step should not be another difficulty for immigrants to overcome.

3. So as not to create situations of different handling in equivalent situations (spouses of Authorisation of Residency holders in the scope of family reunion vs. spouses of Authorisation to Stay holders due to temporary stay visas), we suggest that their access to employment take place under equal conditions in both cases.

(Possibility of regularisation, in properly grounded cases, of illegal foreigners Art 52, No. 3)

4. In the case of non-regular foreign citizens, who have not used or were removed by the mechanisms foreseen in Decree Law No. 4/2001 of 10th January, namely the mechanism for authorisation of stay, who were in Portugal prior to 30th November 2001 and have credible proof of this fact, can request, based on art. 52, para. 3. extended stay for reasons different to those initially given, i.e. from a tourist visa to a working visa.

5. As far as point 4 is concerned, the following are considered sufficient and credible proof:

- a) proof of employment dating even before the signing of an employment contract or proposal of an employment contract (the IGT document states that the subject will need to prove the existence of the working relationship by one of the methods outlined in art. 28, No. 1 of Regulatory Decree No. 9/2001); and one of the further:
- b) entry control stamp in passport at an external, air or maritime border;
- c) entry declaration outlined in art. 26, of Decree Law No. 34/2003, 25th February;
- d) registration in the Social Security system, considering date of entry of the registration request.
- e) registration in the tax system;
- f) own bank account or bank transfers under own name;
- g) registered under own name at a Hospital or Medical Centre for hospital appointments and medical prescriptions;
- h) receiving or sending registered letters in the seeker's name;

6. In the case of non-regular immigrants arriving in Portugal after 30th November 2001 and, despite not possessing legal papers, who are well integrated socially and professionally, with a stable working relationship that the employer wants to regularise, in the form of a contract verified at the IDICT, applying the mechanism outlined in point 1 is to be considered if the following are cumulatively fulfilled:

- a. Being registered in the Social Security system or Tax system prior to 31st December 2002, with the respective deductions made over a minimum period of 3 months;
- b. If there is a Declaration of Responsibility for Integration and Reception issued by an accredited institution.

7. The request mentioned in 4. and 6. must be accompanied by the payment of the fine due for a late visa extension request, as outlined in art. 140 of Decree Law 34/2003. Exemptions to misdemeanours are outlined in art. 144, No. 1.

8. It is equally necessary, as concerns the situations described in 4. and 6., to settle Social Security contributions from the date of registration, bearing in mind the minimum amount for contributions and having deducted contributions that may have already been made, which will be considered for the person's Social Security contribution history.

9. Future renewal of Working Visas, granted under the circumstances described in 4. and 6., implies,



among other legally required requisites, proof of up-to-date Social Security and Tax contributions.

(Pending requests for authorisation to stay status at the date Decree-Law 34/2003 of 25th February took effect)

10. All contracts that had been filed at IDICT/IGT up to 13th March 2003, the date Decree-Law 34/2003 of 25th February took effect, must be analysed to see whether or not they contain information of use when handing in a request to SEF regarding authorisation to stay.

11. Furthermore, and as is right, a contract that already contains favourable information from IDICT/IGT must be used as the basis for a request for authorisation to stay, to be handed in to SEF, who must accept it.

(definition of criteria for “suitable accommodation and means of subsistence to guarantee the needs of the family member or to obtain renewed authorisation to stay – Art. 56 No. 4, Art. 91, No. 2.

12. Decree Law No. 84/2000 of 11th May, which introduced changes to Decree Law No. 196/97 of 31st July, which legislates the law on the Guaranteed Minimum Wage, foresees the concept of exclusive economic dependence –art. 6 – and considers that people, whether adults or minors, living with joint savings (...) with an income of less than 70% of the state pension, are in a situation of economic dependence. What can be deduced from this is that economic independence equates to amounts over:

β the amount of the state pension = 143.80 Euros (art. of Order No 1514/2002, of 17th December;
β 70 % of the amount of the state pension =100.66 Euros per capita.

This being the case and based on the criterion of equal rights for foreign citizens in relation to the Portuguese population, as is stated in the Constitution, the proposal is for the criterion of means of subsistence to be identical to that of economic independence proposed by the Social Security Department. This Social Security reference must be considered by the Ministry of Internal Administration’s Order, which regulates this criterion.

13. Accommodation Conditions: As a rule, a rent contract for a dwelling is sufficient proof. However, bearing in mind the legal limitations and restrictions that many landlords/ladies impose on renting to immigrants, it has become necessary to accept other means of proof. One proposal is thus that a declaration from the Parish Authorities will suffice, stating the immigrant resides in the respective Parish and accommodation conditions are deemed sufficient.

(Definition of criteria to determine relevance or fundamental interests for the country Art. 41, No. 3 and Art. 87, No 1. para. g)

14. It is proposed that for this end, a declaration from a credible institution in the area related to its competencies be deemed sufficient, which will ensure it is of national interest to award a visa to a certain citizen, the final decision resting with SEF, after a hearing with ACIME.

Thus the following are suggested:

- In the academic sphere: Universities and Polytechnic Institutes, Research Centres and Professional Orders.
- In the cultural sphere: Foundations of a cultural nature, Art Schools and Public Institutions in the area of Culture.



- In the social sphere: Sporting Federations, Business Associations, IPSS, Charitable Organisations (Misericórdias), Trade Union Confederations and ACIME.

(Children born in Portugal to illegal immigrants – preamble of Decree Law 34/2003 and art. 89)

15. ACIME, in partnership with a Civil Society institution of renown in Child protection, will take on the role of Children’s Ombudsman under these circumstances, defending all their rights and full integration in Portuguese society, registering them as described in the preamble of the Law.

16. As outlined in Art. 101, para. 4b) (suspension of accessory sentence of expulsion, due to parentage of minors resident on national soil, from which foreign citizens who have served sentences for crimes committed benefit) the parents of these registered children cannot be the subject of administrative or judicial action for expulsion.

17. That the Special Register described in the preamble of the Decree Law respect the legislation in force, particularly, as far as the protection of personal data is concerned.

Lisbon, 28th April 2003”

This position taken by COCAI has had positive repercussions, namely in the legislation of Decree Law 34/2004, in the following chapters:

1. In art. 71 of Regulatory Decree 34/2004, which has allowed the regularisation of illegal immigrants who may have entered Portugal legally before 12th March 2003, and may have paid into the Social Security system or may have had a stable working relationship. 53,000 people registered in the pre-registering process that was later carried out.

2. The protection of children of illegal immigrants regarding access to Healthcare and Education, through Decree Law 67/2004.

3. In granting resident’s visas to children born in Portugal prior to March 2003 and their parents, provided they have not left the country. (art. 70), which allows these families to regularise their illegal situation.

4. Confirmation of the possibility of family reunion for holders of authorisation to stay through a temporary stay visa, and their access to employment outside the limits of the annually determined figures (No. 5, of Art. 36, has been altered, erasing the phrase:“(…) accompanied by a document issued by the IEFP stating conformity with the report foreseen in article 36 of Decree Law No. 244/98 of 8th August”).

However, despite the considerable improvements, some imperfections and injustices remain in the regulations specified in the text:

a. The necessity for health insurance for legal immigrants has remained, which is unequal treatment when compared with nationals.

b. The obligatory requirement of informing IEFP of the intention to change professional activity has remained for legal immigrants in Portugal, with the possibility of rejection if there are no “vacancies” in the quotas established. This fact is a restriction for changing activity or an impossibility, which is totally incomprehensible given the labour market rules, namely if we bear in mind that the report on employ-



ment opportunities is a prediction of job opportunities.

c. Nothing has been done to limit the huge amount of discretion that SEF has in interpreting the law.

d. The participation of other institutions has been refused by SEF as not being of “fundamental interest to the country” in academic, economic, social and cultural areas as far as the granting of visas is concerned.

e. Holders of a Working Visa – the main tool for immigrants to enter Portugal, from this date on, will not have access to family reunion.

f. The bureaucratic load has increased exponentially and the immigrant is left totally defenceless in the face of inefficiency and failure to meet deadlines for services.



Chapter XI



Chapter XI

Relationship with Local Councils

11.1. “Receiving and Integrating” Seminar: challenges for Local Authority”

Recognising the fulcral role of local councils in the receiving process of immigrants in Portugal, ACIME organised a working seminar on 6th October 2003 aimed at local councils, with the title “Receiving and Integrating: challenges for Local Authority”. Around 200 people participated, with the following programme:

10.30 Opening Session: “Receiving and Integrating: Challenges and answers on a national level”

- o Dr. Rui Marques, Deputy High Commissioner for Immigration
- o Manuel Palos, Dep. Dir. General of the Service for Border Control and Aliens (SEF)
- o Emilio Imperatori, of the Directorate General for Health
- o António Charana, of the Institute for Employment and Professional Training
- o Teresa Caeiro, of the Institute for Solidarity and Social Security

15.00 - “Receiving and Integrating Immigrants: experiences of Local Authority”

- Feira City Council
- Pombal City Council
- Amadora City Council
- Oeiras City Council
- Loures City Council
- Sines City Council

Following this seminar, several occasional activities took place, of which two of Sintra City Council’s training seminars stand out.

11.2. Network of CLAI Councils

As mentioned in Chapter II, a network of Local Immigrant Support Centres (CLAIs) has been set up in partnership with different councils. At this juncture, 16 CLAI Councils are in operation:

CLAI - Councils	District	Opening Date
Mealhada	Aveiro	20-Oct-04
Macedo de Cavaleiros	Bragança	28-Dec-04
Faro	Faro	27-Dec-04
Silves	Faro	27-Jan-05
Figueira Castelo Rodrigo	Guarda	28-Dec-04
Óbidos	Leiria	05-Nov-04



Lourinhã	Lisbon	05-Nov-04
Azambuja	Lisbon	29-Nov-04
Odivelas	Lisbon	11-Jan-05
Montijo	Lisbon	26-Jan-05
Barreiro	Lisbon	05-Jan-05
Valongo	Porto	26-Nov-04
Santa Maria da Feira	Porto	26-Nov-04
Oliveira de Azeméis	Porto	26-Nov-04
Coruche	Santarém	12-Jan-05
Vouzela	Viseu	21-Dec-04

11.3. Residency References and Parish Authorities

ACIME has tried to raise the awareness of Parish Authorities to the issue of Residency References to immigrant citizens who need them. A Circular was sent to all Parish Authorities in the country on 12th April 2004 with the following clarification:

“The High Commission for Immigration and Ethnic Minorities (ACIME), having been contacted through its different services for serving immigrants by different citizens asking questions related to the issue of residency references by Parish Authorities, hereby requests the collaboration of all Parish Authorities in a spirit of institutional cooperation towards resolving the aforementioned matter.

In particular, it is not yet clear why some Parish Authorities have systematically refused to write the said residency references for foreign citizens living there.

Law nº 5-A/2002 of 11th January, which brought in changes to Law nº 169/99 of 18th September, which established the framework of competencies, as well as the legal statute for the operation of municipal and parochial bodies, stipulates in art. 34, nº 6, para. p), that it is the parish authority's duty to “write references under the terms of the law”.

Furthermore, Decree Law nº 135/99 of 22nd April, which defines the general principles for action that services and organs of the Public Administration must obey when serving the citizen, stipulates in art. 28º:

nº 1 – “references (...) or any other type of document designed to declare or prove whatever facts can (...) be used in different services or with distinct objectives.

Art. 34, nº 1 of the same Decree Law nº 135/99, with the epigraph “references issued by Parish Authorities”, stipulates that:

“References of residency, life and economic status of the citizens (...) must be issued providing any member of the respective executive or parish assembly have full knowledge of the facts to be confirmed, either when this proof is in the form of an oral or written statement from two registered voters in the parish or, when the person themselves bears witness”.

In addition, nº 2 of the said article further stipulates that in urgent cases the president of the Parish Authority may write the references without the prior deliberation of the council.



Furthermore, production of the said proof is not subject to any special format, merely when they are delivered orally, they must be reproduced in writing by the civil servant who receives them and confirmed by the signature of the person who is declaring them. (art. 34, n° 3).

Given the above, there are no evident reasons for refusing to issue residency references to foreign citizens, as it is impossible to invoke their status as a legal/illegal citizen in Portugal.

Moreover, as art. n° 28, paragraphs 1 and 2 of Decree Law n° 135/99 stipulates, references are designed to prove the real existence of address/residence in the area of the Parish Authority, so they can be used at different services, or with different uses. The ends for which they are desired are irrelevant and need not be given.

In reality, they are designed only and merely to prove an address in that place.

Moreover, as is foreseen in art. 34, n° 1, in fine, proof of this fact can be given, at the end of the day, by the person themselves, bearing in mind that false testimony is punishable under the terms of penal law (art. 34, n° 5).

Given that the Service for Border Control and Aliens (SEF) sometimes requests a residency reference so as to prove accommodation conditions, there is no connection between the issuing of a residency reference to a foreign citizen and the legal/illegal status of this same citizen in terms of entry, stay, departure and removal of Foreigners from national soil, usually called the “Foreigners’ Law” or the “Immigration Law”.

In other words, in the case of an illegal citizen, the issue of a residency reference does not in any way alter their illegal status, interfere with this status or change it.

What the reference proves is that the said citizen resides at that address. It is this and merely this.

In conclusion, there is nothing in the legislation regulating the issue of Residency References by Parish Authorities and refusal thereof. On the contrary, it is well explained under what circumstances Parish Authorities must issue them, as well as the value of the said references as proof. Parish Authorities are called upon to fulfil their obligation to issue the aforementioned legal documents, instead of refusing to do so, all the more so because issuing the aforementioned reference cannot and must not cause or imply any change in the citizen’s status in the eyes of the “Immigration Law”.

Later, in January 2005, this matter, as previously mentioned, required firm intervention from the Ombudsman and subsequent ANAFRE recognition.



Chapter XII



Chapter XII

International Participation (European and non-European)

The work of the High Commission for Immigration and Ethnic Minorities (ACIME) in the framework of the European Union (EU) and other International Organisations (IO), namely the Council of Europe, the United Nations Organisation and the Organisation for Security and Cooperation in Europe essentially takes place on 4 levels:

1. International representation in meeting of the different International Organisations (IO), with a view to monitoring the dossiers worked on by the Organisations and as a means of getting to know the experiences of different countries as well as allowing familiarisation of the “Recommendations” produced by the IOs.
2. Producing and transmitting information to the different International Organisations on the Portuguese policy concerning Immigration and Ethnic Minorities (implemented measures, sharing good practices). The contribution, on this level, is especially aimed at producing reports.
3. Monitoring and implementation of measures resulting from the European Union’s dossiers
4. Producing reports independently, at the behest of national state bodies, namely the Ministry of Foreign Affairs (MNE), aiming to help Portugal take a position in ACIME’s competency areas.

12.1. At European Union level

- Dec. 2002, Feb. 03, March. 03, June 03, July 03, Dec. 03, May 04, June 04 – ACIME participated in the meetings of 2 work groups coordinated by the Directorate General for Employment and Social Affairs (Unit D.3) – fundamental rights and antidiscrimination – of the European Commission. We would like to refer to the “Committee on the Community action programme to combat discrimination Work group” (antidiscrimination policies) and the “Legal Work Group for the implementation of Directive 2000/43/CE”, of the Council of 29th June, commonly known as the “Race” Directive. ACIME’s participation in the latter work group was of an especially technical legal nature. In practical terms, from a national legal perspective, the transposition of this Directive occurred with the publication of Law n° 18/2004 of 11th May and the Labour Code (Law n° 99/2003, of 27th August).

- Aug. 2003 – Comments on the annual report of the European Monitoring Centre on Racism and Xenophobia (EUMC) of 2002

The EUMC is required to produce the following two publications:

- activities and results (part 1)
- information on the situation concerning racism and xenophobia in the EU and its Member States, highlighting example of good practices (part 2)

The essential instrument of the EUMC, in information matters, is RAXEN (European Information Network on Racism and Xenophobia). The EUMC coordinates and develops the “European Information Network on Racism and Xenophobia”.



Support in terms of EUMC/RAXEN information in Portugal is provided by NUMENA – Centre of Research in Social and Human Sciences through Dr. Bruno Peixe. Numena is one 15 PFN (National Focal Points) of the Raxen network. Its central task is to produce analytical studies in the 4 priority areas of employment, racial violence, education and legislation, as well as collaborating in the EUMC's annual report.

- Sept. 2003 – Supplementary Replies to EUMC's 2002 annual report
- Sept. 2003 – reply to the questionnaire for the (5+5) Dialogue on Migration in the Western Mediterranean Conference.
- Nov. 2003 – Some clarification given to the EUMC on the terms of Law 134/99 and Decree Law 111/2000
- Jan. 2004 – Participation in a meeting in London of the “Commission for Racial Equality”, organised in the scope of the European network of Specialised Bodies in the fight against discrimination, with the theme “Towards uniform, dynamic antidiscrimination legislation in the European Union: the role of Specialised Bodies”. The focus was on the issue of fighting racial discrimination regarding access to goods and services. Portugal joined the “Network of Specialised Bodies” project in Sept. 04 (see point 8).
- Jan. 2004 – producing a response to the “Questionnaire for the First Annual Report on Migration and Integration in Europe” – “Immigration and Asylum Committee” – European Commission (Directorate General of Justice and Internal Affairs) – Directorate A: Movement of Persons, Citizenship and Fundamental Rights.
- Jan. 2004 – response to the survey from the Dutch Presidency of the European Union on immigration.
- Jan. 2004 – ACIME contributed to the “National Report” (2003) on Human Rights “European Union Network of Experts on Fundamental Rights” – at the request of “Ius Gentium Conimbrigae”.
- Mar. 04 - participation in the 5th meeting of Government Officers linked to the EUMC - European Monitoring Centre on Racism and Xenophobia. It was the 1st meeting at which Portugal was represented. Discussion was centred around the following: (1) setting up a “European Agency for Human Rights” – this would absorb the work of the “Observatory”, with changes necessary in the EC ruling n° 1035/97 of the 97 June Council (2) the 2nd part of the annual EUMC report was handed in (presented before the European Parliament in Dec. 03), (3) the reduction of the financial resources of the “Observatory” and the difficulties this causes for performing its competencies, (4) producing an “extraordinary” report on anti-Semitism, (5) the difficulty of comparing data on discrimination in countries of the European Union, (6) the issue of selecting “good practice” data by the National Focal Points (PFN – “Numena” in Portugal)
- May 2004 - “Good practice cases - activities to improve the situation of minority Women” – response to issues raised by the “Research and Consultancy Agency QA”
- Sept. 2004 - Participation in the 6th meeting of Government Officers linked to the EUMC - European Monitoring Centre on Racism and Xenophobia Phenomena. It was stated that EUMC would move from being the responsibility of Social Affairs to being under the responsibility of the European Commission's area of Justice and Internal Affairs. The “Housing Portugal” report, produced by Númena was handed in. (see point 12 and 13) Information that the RAXEN network – supported in information matters by the “Observatory” – would produce independent reports on Employment, Racist Violence, Accommodation, Education and Legislative Developments (including judicial decisions). Information was received pertaining to the next topics for the EUMC's future reports: majority attitudes to minorities, what the social characteristics related (in different dimensions) to ethnic exclusion are, to what extent particular national characteristics affect ethnic exclusion, among others.



- Sept. 2004 - European Specialised Bodies Project / Migration Policy Group – ACIME and CICDR joined the European Network of Specialised Equality Bodies, a project being implemented via the Programme to Combat Discrimination, the result of which being that periodic information should be given regarding the work of various European national specialised bodies in combating discrimination, which will be used to feed the NETWORK. ACIME/CICDR's responsibility is to give what is considered pertinent information, thus supplying information for the network's databases.
- Sept. 2004 – Participation in the Conference (organised by the European Commission) “Europe Together” – For diversity Against Discrimination”, staged in Riga on 30th September and 1st October 2004. ACIME's participation consisted of presenting the SOS Immigrant Line as an example of good practice in supporting Immigrants (“victims” of a lack of information). The high number of information facilities/ services available were highlighted, among others. The basic idea transmitted was: Without a basic set of information and immigrant support structures, it is impossible, in preventative terms, to combat factors of exclusion/discrimination.
- Nov. 2004 – comments on the “Housing National Report – Portugal” produced by Numena (National Focal Point of the European Monitoring Centre on Racism and Xenophobia – EUMC).
- Nov. 2004 – reply to the questionnaire on racist violence in Portugal at the request of the European Monitoring Centre on Racism and Xenophobia – EUMC – in collaboration with the Office of Comparative Law of the Prosecutor General of the Republic.
- Dec. 2004 – ACIME contributed to the “National Report” (2004) on Human Rights “European Union Network of Experts on Fundamental Rights” – at the request of “Ius Gentium Conimbrigae”.
- Dec. 2004 – Participation in the conference (Helsinki) organised by the European Commission “European Conference on data to Promote Equality”. The basic premise of the Conference was that of reinforcing the idea that all basic antidiscriminatory activities have something in common: the need for a system that provides data on discrimination. To meet such an objective, the various Nation states need to equip themselves with specialists not only in discrimination, but also in technical and legal aspects implied in data collection. The basic issues to be debated were the following: What does data collection on discrimination mean? What is the current European situation with regard to data collection? Are there basic (fundamental) reasons why we should refrain from collecting data? Why do we need this data?

12.2. At Council of Europe level

- ECRI (European Commission Against Racism and Intolerance, is the CoE's main body for combating racism. Established in 1993, its main objective is the fight against racism, xenophobia, anti-Semitism and intolerance on a European level and from a human rights perspective.

ECRI members are independent and are nominated in accordance with their competence in the area of the fight against intolerance. They should be specialists in these areas. The Portuguese member of ECRI is Dr. Fernando Ferreira Ramos (Supreme Court of Justice Judge – Documentation and Comparative Law Office), with a mandate until January 2008. ECRI produces an annual report.

The new ECRI statute (in force from 31st Dec. 2002) consolidated its role as a monitoring mechanism in the area of human rights in issues of combating racism and intolerance.



ACIME has collaborated with the Council of Europe on the following occasions:

1. Jan. 2003 – Statement of position on projects for applying the Framework Convention for the Protection of National Minorities
2. April 2003 – Contribution towards a statement of position regarding the concept of “national minority” at the request of the Office of the Secretary of State for European Affairs.
3. May 2003 – Response to a questionnaire on the situation of the Gypsies /ROMA in Portugal / national measures aimed at the Gypsy/Roma community, at the request of the Office of the Secretary of State for European Affairs.
4. May 2003 - Statement of position on the recommendation Project of the EC Council of Ministers on improving Housing conditions of Gypsy/Roma Communities, at the request of Service for Border Control and Aliens.
5. July 2003 - ECRI: written contribution to the production of a brochure on “Good practices: specialised organs for combating racism, xenophobia, anti-Semitism and intolerance at the national level” (already included in texts of the Council of Europe)
6. July 2003 – Statement of position regarding the creation of a consultative body “ROMA Opinion Forum” at the request of the Office of the Secretary of State for European Affairs.
7. Nov. 2003 – Participation in a seminar organised in the scope of ECRI (European Commission Against Racism and Intolerance) on specialised bodies in the fight against racial discrimination. ACIME gave a presentation on the topic “Applying the provisions of administrative law of the General Policy Recommendation n° 7 of ECRI in Portugal”.
8. Feb. 2004 – contributed, in the form of a Final Opinion, on the « Project de Recommendation du Comite des Ministres du conseil de L´Europe sur la circulation et le Stationnement des Voyageurs en Europe ».
9. Feb. 2005 – Participation in a seminar on specialised bodies in the fight against racial discrimination, the central topic of the seminar focussing on the issue of data collection. ACIME was represented by the CICDR Councillor, Dra. Cidália Figueiredo.

12.3. At UNO level

1. May 2003 - Statement of position on the Project for resolution on the rights of people belonging to national minorities - United Nations 59th Session, at the request of the Ministry for Foreign Affairs (Directorate General of Multilateral Affairs)
2. June 2003 – Collaboration with the Office of Comparative Law of the Prosecutor General of the Republic in producing the 11th Report on the application of the International Convention for the Elimination of All Forms of Racial Discrimination.
3. July 2003 – Collaboration with the Office of Comparative Law of the Prosecutor General of the Republic in producing Portugal’s 3rd report to be presented to the Committee of Human Rights (National Report on the application on the International Covenant of Civic and Political Rights). ACIME was present as this was debated (21st July 2003) in Geneva. It is ACIME’s responsibility to respond to items 23 and 24 in the report concerning minority rights.



4. August 2004 – The High Commissioner led the Portuguese Delegation in presenting the 10th and 11th reports on the application of the Convention for the Elimination of All Forms of Racial Discrimination – Geneva, 12th and 13th August 2004:

The final comments, formulated by the Committee that examined and debated the reports presented by Portugal, as well as the oral comments as the reports were presented, clearly praised the immigration policy implemented looking at the various initiatives put into practice over the last 2 years: establishment of the High Commission's structure due to the coming into force of Decree-Law n° 251/2002 of 22nd November; increased Immigrant Association participation in affairs that concern them; financial consolidation of the High Commission's budget; continuity and stepping up the "Entreculturas Office" (programmes/projects/ education area); setting up the Immigration Observatory; setting up the SOS Immigrant help line; setting up Local Support Centres for Immigrants (CLAI) and National Centres for Immigrant Support (CNAI).

The quality and quantity of statistical information supplied to the Committee was shown (despite the need to improve further), particularly as far as racial discrimination actions are concerned (criminal and administrative) and the demographic composition of the foreign population. The truths and transparency in presenting the Portuguese reality in general were also shown.

It is well known that in practically all countries of the world, unfortunately, there are violations of the Law of a racist nature. It is important to know if different States react or not to these violations through suitable legislation, legal mechanisms, operation of courts and administrative measures. Fortunately, as has been recognised, the Portuguese State has reacted in an adequate and timely fashion.

12.4. At the level of the Organisation for Security and Cooperation in Europe (OSCE)

Despite the OSCE's objectives focussing above all on the area of security on three fronts: human, politico-military and economico-environmental, its approach also encompasses all issues related to human rights. We are referring primarily to the problems of national minorities and processes of democratisation.

In this context, ACIME had the opportunity to collaborate with this organisation on the following occasions:

1. Sept. 2003 – Participation in a conference on racism, xenophobia and discrimination (Vienna, Austria), with the following conclusions:

- Special attention to the preventative aspect concerning all and every attack on the dignity of the individual, investing in education in the area of human rights.
- Fighting discrimination and intolerance is not done only through plentiful, good legislation. The importance of strong legislative milestones is always important but ahead of this, is the creation of multiculturalist policies;
- The role of Civil Society is stressed again, as a promoter of education, as well as the now unsurpassable commitment of Non-Governmental Organisations the world over;
- the importance of specialised bodies, set up or to be set up in each country, to fight racism and xenophobia (preferably independent from Governments);
- the phenomenon of recent migratory flows as a catalyst for racial conflicts;
- the importance of the media, learning and studying more to perform better, the need to fight against the proliferation of racist web sites on the internet by modern methods;



- the importance of bearing in mind, in the first place, issues of racism, xenophobia and intolerance as national and local issues;
- the importance of the family in education;
- fighting silence in denouncing racist practices;
- the need for different religions to cooperate;
- the need to compile data between all countries in accordance with common criteria;
- enable academic research on the influence of the Media concerning racist attitudes.

2. June 2004 – collaboration in the reply to a questionnaire on the implications of racist, xenophobic and anti-Semitic propaganda on the Internet, at the request of the Ministry of Justice (Office for International and European Relations and Cooperation)

12.5. At the level of the International Organisation for Migration (IOM)

Jan. 2005 - reply to a questionnaire on racist violence from IOM on Migration and Development (for assessment in Geneva on 2nd and 3rd February 2005) at the request of the Ministry of Foreign Affairs (Directorate General for Multilateral Affairs – Directorate for Services of International Economic Organisations).