



COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

T-ES(2016)RFG-POR

LANZAROTE CONVENTION

Council of Europe Convention on the protection of children against sexual exploitation and sexual abuse

FOCUSED QUESTIONNAIRE

Protecting children affected by the refugee crisis from sexual exploitation and sexual abuse

PORTUGAL

(Replies sent by the State)

Replies registered by the Secretariat on 15 September 2016

DATA (Lanzarote Convention, Chapter III)

- 1) How many migrant and asylum-seeking children (accompanied and unaccompanied)¹ are in your country as a result of the refugee crisis?
 - a) Please provide estimates, if exact data is not available, for the period between 1 July 2015 and 30 June 2016,² and specify how many of these children are victims or presumed victims of sexual exploitation and sexual abuse;

Until now, Portugal has not been targeted as destination / crossing point in what concerns to the recent refugee crisis. In this context, Portugal has not an influx of irregular migrants. Concerning regular asylum applications³ and asylum seeking children, Portugal does not register an influx as well.

According to the Immigration and Border Service (SEF), Portugal registered officially for the period 01.01.2015/31.12.2015, 49 unaccompanied minors asylum applications.

Non governmental organizations provided also the following numbers:

According to the Portuguese Council of Refugees (CPR), for the period 31.07.2015/30/06/2016, 54 unaccompanied minors and 62 accompanied minors have asked directly to the Portuguese authorities for international protection in Portugal(spontaneous demands);

According to the Plataforma de Apoio aos Refugiados (PAR) for the period 01.06.2015/30/06/2016, and within the scope of the relocation program to PAR- Families (only accompanied children), 90 asylum-seeking accompanied children , including 71 from Syria, 17 from Iraq and 2 from Eritrea . From these 90 children, 38 are girls, and 52 are boys.

Definitions for minors and unaccompanied minors are foreseen in the Qualification Directive⁴ that was implemented through national law 27/2008 (article 2, § 1 l) and m)) as follow :

Minor: third-country national or stateless person under 18 years of age;

Unaccompanied minor: any third-country nationals or stateless persons below the age of 18 years who come into the national country unaccompanied by an adult who, by law or custom, take responsibility for them, for as long as they are not effectively taken into the care of that person, or who have been abandoned after entry into national territory.

¹ Please provide the definition of accompanied/unaccompanied children in your country and, if available, provide separate figures for accompanied and unaccompanied children. If such data is not available, please provide data on migrant and asylum-seeking children.

² If figures for this period are not available, please provide the most recent annual data.

³ The Portuguese Asylum Law 26/2014 of 5 May 2014 amended the Asylum Law adopted in 2008 that sets out the conditions and procedures for granting asylum or subsidiary protection and the status of asylum, refugee and subsidiary protection to applicants

⁴ Council Directive 2004/83/EC of 29 April 2004 on minimum standards for the qualification and status of third country nationals or stateless persons as refugees or person who otherwise need international protection and the content of the position granted.

- b) Describe how the victims of sexual exploitation and sexual abuse were identified or describe the challenges faced to identify them. Specify whether a distinction is made between victims of sexual exploitation/abuse prior to the entry on your territory (Group 1) and after entry (Group 2) and provide data/estimates of the two groups of victims. Please also explain how the age is determined in case of doubt;

No victims of sexual exploitation and sexual abuse exploitation have been identified.

To determine the age of unaccompanied minors, the SEF can resort to medical expertise, through non-invasive examination (dental and wrist x-rays), assuming that the applicant is minor if founded doubts remain.

In those cases unaccompanied minors must be informed that their age will be determined through a forensic examination. The respective representative should give consent for that purpose. The refusal to conduct expert examination does not determine the rejection of the application for international protection.

- c) Indicate also how the data collected is used to offer a coordinated response between the different agencies in charge of the protection from, the prevention of and the fight against sexual exploitation and sexual abuse of children;

No cases of sexual abuse or exploitation of refugee children are registered

- d) Identify the institution(s) responsible for the collection of above data.

SEF, Serviço de Estrangeiros e Fronteiras, (Immigration and Border Services) www.sef.pt. Its mission is to implement Portuguese policy for immigration and asylum in agreement with the provisions of the Constitution and the Law, and the Government's guidelines

PAR, Plataforma de Apoio aos Refugiados ,(Platform for the support of refugees) established by several civil society organizations, with the support of hosting refugees and asylum seekers in Portugal and promoting the integration of minor and families, <http://www.refugiados.pt/> . The "PAR families" program was created by PAR, consisting on a project for the reception and integration of refugees families in Portugal, in a Community context, in different regions thought out the country with the involvement of families of refuges. Within this program there are no unaccompanied children.

CPR, Conselho Português para os Refugiados, (Portuguese Council for refugees) is a non-governmental organization for development non-profit organization, which aims at the reception and integration of refugees, the promotion of humanitarian asylum and sustainable policies, training and awareness of this issue and to human rights in General. Is the operating partner of the United Nations High Commissioner (UNHCR) to Portugal.

PREVENTION (Lanzarote Convention, Chapter II)

2) What are the specific measures taken to prevent that children affected by the refugee crisis fall victims of sexual exploitation and sexual abuse?

Refugees who are in Portugal following the current "refugee crisis" have arrived through the relocation measures taken in benefit of Greece and Italy.

So far, refugee children arriving in Portugal under the relocation scheme are accompanied by their families. Families have the support of the reception and integration entities, namely, NGOs, municipalities and the near community.

Unaccompanied Minors seeking international protection outside the relocation scheme are appointed to the Family and Minors Court and in order to have a tutor and still referred to a special care institutions, gifted with trained personnel. Until the present moment in cases of non-accompanied children which ask for international protection CPR is nominated as guardian and children.

Prevention (as well as protection) is also made through other channels, through the health care, education and specially language training, and the promotion of active participation and social inclusion, and raising awareness activities .

Prevention trough Health Public Service.

Access to health care, through the National Health Service (SNS), by foreign children residing in Portugal is universal and free, and it covers primary, secondary and emergency care, immunization, screening and prevention programmes.

These children are informed by public services that took care of them that they are entitled and must attend the SNS services.

If these children and families do not attend health services and do not follow the health surveillance and vaccinations recommended by the national program for child health and youthful for his age, will be notified (or the respective curators) by local SNS services to the "National System for the promotion and protection of children and young people in danger".

This function of promoting human rights and prevention of abuse, is organized at the SNS services through the national network of children and young people support - existing in all groupings of health centers and Hospitals with pediatric care- , and monitors families and children in accordance with their specific needs (identified in the prevention of any kind of risk of abuses and exploitation). At the " National health programme for children and youth intervention", family risk assessments for any kind of vulnerability that might evolve into cases of mistreatment or abuse are foreseen and planned and should be evaluated in all queries of health surveillance for all children, included refugees children

It should also be reminded that Portugal has Integration Plans for Immigrants, since 2007, that embodied several measures to improve immigrant's access to the National Health Service. One of those measures was the institutionalization of procedures to better manage health agreements and promote the immigrants access to health care. With this regard the Portuguese Health authorities, with the collaboration of "Alto Comissariado para as Migrações" (ACM5), the High Commission for Migration, designed a practical manual to manage diverse situations such as the procedures to implement in the case of undocumented children receiving health care in the National Health Service: a formal communication to the National Immigrant Support Centre.⁶

Applicants for international protection and beneficiaries of refugee or subsidiary protection and their family members are exempt from the payment of basic health fees⁷.

On the other hand, since 2009, SNS health professionals, have been subject of dedicated training in maltreatment and sexual abuse, in order to work according to the specifications of the people accompanying.

Prevention through Education

Functioning within the Immigrants National Support Centres the Education Office, run by the Ministry of Education, also provides information and counselling regarding the access to education of migrant children.

Acknowledging that the Portuguese language is fundamental for the integration at school and to school attendance and success, the Portuguese public education system provides the Portuguese as a Non-Mother Tongue Programme specially designed to the reinforcement of the Portuguese language knowledge by children and young people that attend the compulsory school system.

This Programme was created in 2001 as pilot-project and reinforced in 2006, in order to provide a public policy regarding the students that came from non-speaking Portuguese countries such as Eastern European or Asian countries. Through the years and with the development of this Programme other students started to benefit from those classes such as descendants of immigrants, namely African Portuguese Speaking Countries and also descendants of Portuguese emigrants that return to Portugal. This Programme will also be applicable in the reception of the new migrant children arriving to our country.

⁵ <http://www.acm.gov.pt/acm> The High Commission for Migration, is a Public Institution, directly dependent of the Presidency of the Ministers Council, has the mission of collaborating on determining, executing and assessing the public, transversal and sectorial policies concerning migrations that are relevant for the integration of migrants in the national, international and Portuguese-speaking contexts, for the integration of the immigrants and ethnic groups – in particular, the gypsy communities – and for managing and valuing of the diversity between cultures, ethnics and religions

⁶ The model for this communication is available at the page 44 of this link: <http://www.acss.min-saude.pt/Portals/0/MANUAL%20DE%20ACOLHIMENTO%20NO%20ACESSO%20AO%20SISTEMA%20DE%20SA%20C3%9ADE%20DE%20CIDADAOS%20ESTRANGEIROS.pdf>

⁷ <http://www.acm.gov.pt/-/o-que-sao-as-taxas-moderadoras-e-que-servicos-tenho-que-pagar->

It is important to mention that the international recognition of those policies and good practices is a constant and, in the 12th of June 2015, the Migrant Integration Policy Index (MIPEX 2015) www.mipex.eu/portugal recognized Portugal as one of the countries with the best integration policies. In fact, in the 38 countries studied, Portugal remains in the second place and also reinforced his global score, comparing with the results obtained since 2007.

It should be mentioned that the Decree Law 67/2004 of 25th March created a national register of foreign minors with an irregular status, managed by the ACM uniquely designed to ensure their access to health care, pre-school and school education given the fact that in Portugal both legal and irregular migrants have the right to access the education (if minors) and as already explained, to healthcare, no matter their legal status.

Prevention trough social inclusion and raising awareness is described on item “Any other Additional information “

- a) Highlight in particular the measures (e.g. awareness raising material, specialised training, screening of professionals, etc.) which have proven to be effective;

Concerning prevention, the Portuguese Guarda Nacional Republicana (GNR) ⁸has been developing social activities, in cooperation with several support and local social solidarity institutions, aiming at preventing and protecting the vulnerable victims, including children and specifically those that may be affected by the refugee crisis. The GNR has been trying to be alert to insecurity problems affecting children, especially in school and community environments. In this context, awareness-raising activities on various subjects are carried out in schools to prevent any type of violence. With regard to the training of this security force’s professionals, children sexual abuse is among the discussed subjects. Special reference is made to victims’ characteristics, abusers’ characteristics, how to report/ask for help and support, in order to help children and caregivers to deal with this kind of situation. Awareness-raising and training activities are developed by the GNR elements, along with training providers from public institutions and NGOs invited for this purpose – which develop their professional activity doing research and also supporting specific victims – as well as the operations direction Special Programs’ elements from the Operational Command. Children sexual abuse and exploitation constitute a serious violation of children rights and tend to have damaging long-lasting consequences throughout their lives. Thus, the Committee of Ministers of the Council of Europe approved the proclamation of each November 18th as the European Day on the Protection of Children against Sexual Exploitation and Sexual Abuse. Once a year, between November 18th and 20st, the GNR promotes, awareness-raising activities, in order to prevent children sexual abuse and sexual exploitation, in schools. Regarding international projects, the GNR elements contributed to the International Resiland Project, which has resulted in the elaboration of a booklet, for professionals and officials working with and for children on the move.

The document is available at: http://www.resiland.org/files/small_booklet_res.pdf

⁸ <http://gnr.pt/>

The SEF informs the relocated refugees of all risk situations that they can find, being encouraged to report to the police any unusual situations that happens or that they are aware. Children installed in reception centers are also elucidated about the dangers they face and procedures to take in case of danger.

- b) Underline any lessons learnt from specific challenges (e.g. in raising awareness on sexual violence amidst other urgent priorities, etc.) that had to be faced to improve prevention.

No cases of sexual abuse or exploitation of refugee children are registered

PROTECTION (Lanzarote Convention, Chapter IV)

- 3) Has a coordinated child protection approach been put in place to cater for the specific needs of migrant and asylum-seeking children victims of sexual exploitation and/or sexual abuse?

No cases of sexual abuse or exploitation of refugee children are identified. Nevertheless legal mechanisms and practices are established for this purpose.

It should be stressed that within the articulation with the municipalities (local level) and the reception institutions, all the dimensions concerning the appropriate reception of those children are taking into account.

Additionally it is important to highlight that Portugal applies the same principles to all the children, irrespectively of their legal status, in all the dimensions: social protection, access to education and healthcare as already mentioned on the “**Prevention**” answer .

- a) Describe the measures taken to address the situation and cater for the children’s specific needs (multiple traumas, language/cultural differences, etc.), including with respect to guardianship/placement;
- Portugal predicted on Asylum Law (article 17-A) a mechanism of identification of special needs and vulnerability within the framework of international protection. SEF, national entity responsible for that matter, gives special attention to all the cases referred to in article 17-A, that is, applicants whose ability to exercise rights and fulfill obligations is limited because of personal circumstances, in particular because of their age, gender, sexual identity, sexual orientation, disability or serious illness, mental disorder, because they have been victims of torture, violation or other serious forms of psychological, physical or sexual violence.

Portuguese authorities signal the situation and report it as a matter of Urgent Priority.

At this level other steps are taken, i.e., the Portuguese Council for Refugees is currently developing a transnational project focused on creating mechanisms to

satisfy these special needs and carry out an effective routing of protection seekers particularly vulnerable (project "Time for needs").

At the same time, in case children need medical care, they are taken by the GNR to the nearest Hospital for proper assistance.

- This new asylum law also guarantees the free translation of documents for asylum seekers with insufficient income the right to make statements in the asylum seekers mother tongue, in conditions that assure the due confidentiality.
- Minors and unaccompanied minors are also legally considered as asylum applicants with specific needs.
- If justified, the situation would also be reported within the national network to support and protect the victims of trafficking, through the national referral system. In fact children benefit from specific national measures as soon they are identified as possible victims such as the guarantee of legal representation and access to education
- Concerning good practices, NGOs in Portugal developed guiding tools for professionals and citizens with the GNR collaboration. These tools, as technical resources, are a surplus for the GNR professionals and other staff who deal/may deal with these children. Once again, the GNR contributed to a booklet for professionals and staff working with refugee children.
- The Police of Public Security (PSP)⁹ has not foreseen any activity specifically designed for children from refugee groups who seek asylum in Portugal. However, in order to promote inclusion and contribute to local integration and interaction with these minority groups, the PSP celebrated on last July 1st a protocol with the ACM creating the program "TOGETHER FOR ALL", aiming to prevent conflict in possibly vulnerable multicultural communities and to ensure safety of all citizens regardless of nationality or cultural belonging.
- In terms of the cooperation between the ACM and other relevant entities, we would like to highlight the Protocol between the ACM and the Portuguese Ombudsman. Being the National Human Rights Institution, with a status according with the Paris principles, the Ombudsman, has among other priorities, the work regarding the protection of minors.

In 2016, the cooperation continued to be as fruitful as in previous years, with the common goal of the defense of the rights of migrant citizens. As a concrete outcome, during this year, there will be the public launch of a brochure about migrants' rights in different languages: Portuguese, French, English, Romanian, Russian, Ukrainian and Mandarin

- b) Indicate also what measures have been taken to protect the children concerned from further exploitation/abuse and to assist the victims in seeking redress

⁹ <http://www.psp.pt/Pages/defaultPSP.aspx>

(please highlight any differences between Groups 1 and 2 of children as outlined above);

The situations that occurred before entering the national territory should immediately be appointed to the Family and Minors Court with a view to assessing the situation and taking measures to protect children, including the appointment of guardians. In abusive situations that occur after the entry into national territory, the facts are also communicated to the Court to take the necessary measures. In both cases they can be appointed public defenders to represent the interests of children, in particular claims for compensation for damages caused by the abuse they suffered.

Unaccompanied children which are placed in the CPR – Home for Non-accompanied children (<http://refugiados.net/1cpr/www/cacr.php>) that provides for proper housing, food, assistance and integration activities and is run by a specialized team of professionals

- c) Underline any lessons learnt from specific challenges (in reporting suspicion of sexual exploitation and abuse, in tailoring assistance to the victims, etc.) that had to be faced to improve protection.

No useful information in the absence of concrete situations.

COOPERATION (Lanzarote Convention, Chapter IX)

- 4) Provide examples of successful cooperation with other Parties to the Lanzarote Convention for the purpose of:
 - a) Preventing and combating sexual exploitation and sexual abuse of children affected by the refugee crisis;

SEF, as the responsible authority for the procedural analysis of asylum applications cooperates with its counterpart authorities in the European Union and third countries on the exchange of information on refugee flows, with a view to preventing and combating situations of exploitation and sexual abuse of children. In the case of refugee relocation process at European level, all situations are thoroughly analyzed and flagged in the framework of the established cooperation mechanisms.

- b) Protecting and providing assistance to victims;

Not applicable because no specific cases of refugee children victims of sexual abuse were registered.

- c) Investigations or proceedings concerning the offences established in accordance with the Lanzarote Convention.

Not applicable because no specific cases registered.

ANY OTHER ADDITIONAL INFORMATION

- 5) Please provide any other additional information which may be useful to identify areas for targeted cooperation aimed at ensuring that children affected by the refugee crisis are effectively protected from sexual exploitation and sexual abuse and in guaranteeing their human dignity and physical and psychological integrity.

I

In the present context of mass arrivals of refugees in Europe, Portugal has shown dedication to struggle against this humanitarian crisis, by committing to receive a high number (4574) of refugees, considering the total population of the country (10,5 million according to 2011 Census). Portugal is going beyond what has been asked by the European Union, recognizing the importance of a successful integration in the receiving country, even though it is still struggling with the impact of the crisis in the last few years.

Acknowledging the change in migration flows in Portugal over the past few years and the need to define a national integrated vision on migration through a whole-of-government approach, in 2014, the Portuguese Government decided to expand the action plans focused only on the integration of immigrants. It started to define a national strategy for migration flows globally, including measures to target not only immigrants, but also Portuguese emigrants and refugees.

Although enlarging its target group to a broader sense of migrants, this new strategy took in consideration the importance of reinforcing the variety of sectors where integration should occur (employment, health, education, justice, housing, culture and language, civic participation, human trafficking), as well as keeping crosscutting themes such as gender issues, racism and discrimination and also the promotion of diversity and intercultural dialogue.

This Migration Strategic Plan 2015-2020 (the English version can be consulted in http://www.acm.gov.pt/documents/10181/222357/PEM_ACM_final.pdf/9ffb3799-7389-4820-83ba-6dcfe22c13fb) reinforces the former Plans for the Integration of Immigrants and contains more than 100 measures in 5 fundamental axes:

- Immigrant integration policies;
- Policies to promote the integration of the new Portuguese;
- Policies of migration flows coordination;
- Policies strengthening the migratory legality and quality of migration services;
- Incentive policies, monitoring and supporting the return of national emigrant citizens.

II

Following the European Agenda on Migration from 13th May 2015, Portugal created on the 3rd September 2015 a Working Group for the European Agenda on Migration, coordinated by the Immigration and Borders Service and with the participation of the following authorities: Ministry of Foreign Affairs, Social Security Institute, Institute for Employment and Professional Training, Ministry of Health, Ministry of Education and ACM. When necessary, this Working Group can also be advised by the Municipalities and NGOs.

Portugal is coordinating the integration of refugees based on the relocation and resettlement schemes in different fields, such as:

Integration in the labour market;
Providing language training;
Access to school for children;
Access to health care;
Access to food;
Providing housing.

Within the Working Group for the European Agenda on Migration, the mission of ACM is focused in three axes.

The first axis is public opinions awareness regarding refugees` issues. It is being put in practice through campaigns that can both answer the existing inquires and mitigate prejudice regarding refugee populations. One of the examples was the creation in partnership with the Refugees` Support Platform (an online platform that aggregates NGOs, Social Solidarity Institutions, Universities, Media Companies and other economical groups) of the magazine “Myths and Facts about the Refugees”, a one week special free issue with the Portuguese newspapers and newsmagazines of higher circulation. Other axes that the ACM is responsible for within this Working Group is the articulation between both the civil society and local councils and hosting proposals that may respond to housing, food, health, education, Portuguese language classes and employment needs.

Given the experience that the ACM has in the field of migrants integration through its Immigrant`s National Support Centres (also known as one-stop-shops) the latest goal of the ACM`s work is the opening of its services to the refugees. With this regard, the ACM created a special office to deal directly with those questions and to provide the best possible support in an integrated way.

A national strategy for the full integration of refugees in Portugal was drawn up within the Working Group of the European Agenda on Migration, where hosting proposals have been defined based on the following principles:

- Institutional, by giving preference to the reception being handled by institutions instead of private individuals;
- Decentralised, by valuing the potential for reception in mid and low density territories, avoiding large concentrations of individuals;
- In consortium, by mobilizing institutions` local consortiums which, together, can ensure the various necessary requirements for a full integration of refugees;
- Integrated, by considering all items contemplated in the reception questionnaire (housing, food, employment, education, health, Portuguese language learning);
- Autonomy, by presenting solutions that allow for gradual autonomy of refugees, namely housing solutions founded on small scale solutions.

It is the role of ACM, within this Working Group, to be responsible for the public opinion in the area of refugees, the articulation between civil society and the Municipalities in

the gathering of proposals for the reception of refugees in resemblance to what happens in the Operative Group, making the National Immigrant Support Centres Services available, as well as the Telephone Translation Service and the support given by the Portuguese for All Programme aiming at learning the Portuguese language.

Due to the high numbers of children and unaccompanied children among the refugees arriving to Europe recently and the added challenge to the EU and its Member States, the situation of children and their needs for integration is another relevant priority. This situation requires particular attention to the physical and mental wellbeing of the children, providing in the EU a safe and secure home for their future. With this regard it is important to mention that in Portugal all migrants have the right to access education (if minors) and healthcare, regardless of their legal status.

Furthermore the “Choices Programme” (www.programaescolhas.pt) developed by the High Commission for Migrations, promotes the social inclusion of children and young people (6 to 30 years) from vulnerable socio-economic contexts particularly descendants of immigrants and ethnic minorities. In this Programme, local projects are designed to match the specific needs of the people to whom it is directed and have a strong emphasis in school support to increase academic success. The Programme aims to fight against early school leaving by promoting non-formal education, vocational training, employability towards the labor market, community participation, digital inclusion and empowerment. In the end of 2015, the sixth generation of the “Choices Programme” was launched. This sixth generation will run from 2016 until 2018.

From 2014 until the end of 2015, and in order to promote their social integration, the Programme reached 48.896 children and young people, from disadvantaged social backgrounds, many of whom are immigrant descendants living in vulnerable places. It has involved 1154 different partners, both with local authorities and civil society organizations, with the participation of 1026 technicians, in 141 intervention places.

On the 3rd December 2014, the “Choices Programme” received an award on the 3rd edition of the “Juvenile Justice without Borders” International Award organized by the International Juvenile Justice Observatory which aims to recognize the progression and achievements in the defense of children’s rights in the legal and psychosocial fields, as well as in research and direct intervention with young offenders.

Although not specifically targeting refugee children, in order to promote the 18th November as the European Day on the Protection of Children Against Sexual Exploitation and Sexual Abuse, the High Commission for Migration (www.acm.gov.pt) integrated the consortium of national entities to raise awareness about this question. As such, the Choices Programme (www.programaescolhas.pt), through its local projects, developed on last November 2015, all over the country, more than 50 activities targeting schools, associations and local communities.

During one week and among other activities, the children and youngsters participated in debates, watched film screenings, promoted activities at schools and on the streets, such as flyers distribution and role playing, stimulating the knowledge and discussion on this thematic.

Additionally, the ACM and the Choices Programme promoted on their websites a film, in Portuguese language, produced by the Council of Europe about this question

III

Regarding awareness-raising in the area of refugees, ACM has participated in seminars, conferences, interviews and campaigns with the objective of clarifying and raising the awareness of public opinion to the challenges and needs in the integration of refugees. There were also produced 500.000 copies of the magazine REFUGEEES (http://www.refugiados.acm.gov.pt/data/uploads/2015/10/REFUGIADOS_mag.compressed.pdf), offering facts and arguments to undo fears and myths regarding refugees. This publication, edited in partnership with PAR (Platform for Refugee Support), was distributed free of charge during the month of October in some of the Portuguese newspapers and news magazines of higher circulation – Visão, Correio da Manhã, Expresso and Diário Económico.

In September of 2015 an email refugiados@acm.gov.pt as well as a website www.refugiados.acm.gov.pt were created, aiming at providing answers and collecting contributions from institutions and private individuals interested, and who meet the requirements to support in the hosting and in the integration of the 4574 refugees Portugal has committed to receive. The email serves to answer inquires and the various entities and private individuals can indicate their availability for hosting refugees through the website.

Between the launch on 28 September 2015 and 6 June 2016 the following numbers can be extracted (Google Analytics): more than 5000 users accessed the page; with 17 837 page visits. Out of data available, we consider noteworthy to highlight that 30% of users returned to view the pages after the first use, which shows interest and the relevance of the area. The greater amount of users accessed the page in Portugal (77,19%), followed by the United States of America (4,56%), Russia (3,7%) and Brazil (1,65%).

Services of the Migrant Support Line were also made available for clarifying any doubts and for providing guidance toward reception availabilities and other practical questions.

From an already existing integration support mechanism for immigrant citizens, ACM widened the volunteering awareness-raising system, through the Mentors for Migrants Platform (<https://mentores.acm.gov.pt>) in order to also include refugees, matching them with families or individuals that need support in their integration. This is an initiative developed by this High Commission together with a group of local partners throughout the country, with the purpose of promoting through volunteering the exchange of experiences, assistance and support between migrants. The mentored migrants can benefit from this measure, for instance, with the resolution of some daily and common problems. The mentors have an opportunity to develop a personal experience contacting with persons with other cultural origins. Until June 2016 there 629 volunteers signed up (466 women and 163 men). Since the Programme opened to include refugees the show of interest in volunteering nearly doubled in numbers. The increase resulted in an upgrade of the online platform, as well as an update of the support material produced.

The reality of the situation led to the creation of a new Office in ACM dealing specifically with the thematic of refugees, the Support Office to the Integration of Refugees (GAIR). This service aims to ensure answers at the integration level, always complementary to the local scale and with the competences of the reception institutions, namely during the initial period of 18 to 24 months upon arrival. Until the end of August 2016, 478 refugees have arrived within the framework of the relocation programme, from ten different nationalities, involving the articulation with a total of 66 Portuguese municipalities.

Before the arrival of refugees, ACM provides support to the reception entities by explaining and offering its services, and visits the space to be familiar with the conditions that will be made available for those arriving.

Training on refugees and the asylum law was provided by ACM and the Portuguese Council for Refugees to 112 Municipalities.

IV

ACM celebrated two protocols concerning refugees: one with the Portuguese Olympic Committee and the other with the Portuguese Psychologists' Association (<http://www.acm.gov.pt/-/apoio-aos-refugiados-acm-e-ordem-dos-psicologos-portugueses-assinam-protocolo-de-parceria>). The latter is particular relevant to this questionnaire.

The dramatic experience of the refugees, as well as the impact it may have on their mental wellbeing is recognized challenge. In addition to the reality by them experienced in the country of origin that forced the person to flee, the journey is often marked by violent experiences having a strong impact and leaving them in great psychological fragility. Considering the need for psychological support for those refugees arriving in Portugal, ACM and the Portuguese Association of Psychologists (OPP) signed a cooperation agreement on July 2016 to act in the following areas: Psychosocial Risks; Professional Internships; and Intervention of psychologists in catastrophe situations. The OPP committed to make available to ACM a list of psychologists who completed the training: "1000 Psychologists for Catastrophe Situations" and whom are available, at no cost, to support in the process of reception of refugees to Portugal.

Following the necessity to provide language training to the new citizens that are arriving in Portugal, this ACM created the Online Portuguese Platform <https://pptonline.acm.gov.pt/>, that provides resources for learning the Portuguese language in the different dimensions: oral understanding, writing and reading. The contents will be available in various countries of origin languages, namely, English, Arab, Mandarin and Romanian with learning supports in text, sound and video. The Platform is available in English and Portuguese for now, and will be available in other languages such as Arabic, Mandarin and Romanian. Until the beginning of July 2016, the Platform counted with 772 users from 83 different nationalities.

In the context of its training offer, ACM is in the process of elaborating a module specific on refugees with the duration of 4 to 6 hours. During 2016, ACM has given various

presentations on the topic, namely to Higher education students, professionals and citizens and secondary school students

To note, also, that PAR was also created as an immediate result of society concerns about the refugees crisis. The reception of refugees by Par results from an agreement between the Portuguese national authorities and PAR