



# SIAD | Integrated System of Support at a Distance

 **800 219 090** Linha Internet Segura  **APAV**  
Associação Portuguesa de Apoio à Vítima

Centro Internet Segura      



## SIAD | Integrated System of Support at a Distance

CHAMADA GRATUITA  
**116 006**  
LINHA DE APOIO À VÍTIMA  
DIAS ÚTEIS DAS 09H-21H

**APAV**<sup>®</sup>  
associação portuguesa de  
Apoio à Vítima

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## SIAD | Integrated System of Support at a Distance

- Phone support through the Victim Support Helpline
- Online support through Social Media and videocalls
- Serviin | Video Service of Interpreter of Sign Language
- Safer Internet Helpline (Helpline and Hotline)



Convidado





# LAV | Victim Support Helpline



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Co-financiada pela União Europeia  
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# LAV | Victim Support Helpline

Informs, advises and supports victims of crime, their families and friends, through the provision of information about their rights, psychosocial support, as well as counselling on financial and practical matters arising from the crime and violence.

Phone support through free European number | 116 006.



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# Online Support



[https://apav.pt/apav\\_v3/index.php/pt/1664-projeto-t-lk-manual-sobre-apoio-online-a-vitimas-de-crime](https://apav.pt/apav_v3/index.php/pt/1664-projeto-t-lk-manual-sobre-apoio-online-a-vitimas-de-crime)

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# Online Support

Social Media as a communications platform:



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# Online Support

**Online platform** (only visible to our staff) that receives and manages all the **information and communication with APAV's social media**, including requests for support/information received by Messenger or Instagram

# Clientscape

The ultimate social customer care platform.

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# Serviin | Video Service of Interpreter of Sign Language

Firstly, the victim becomes aware of the service on Serviin's website:

<http://www.portaldocidadaosurdo.pt/apav> or on APAV's website, next to other access channel's

information, namely LAV (Victim Support Helpline), Skype or others

Skype:  
**Serviin - Intérprete LGP**

Vídeochamada:  
**12472**

Língua Gestual  
Portuguesa

800 Linha  
219 Internet  
090 Segura

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# Serviin | Video Service of Interpreter of Sign Language

If the victim wants to get in touch with LAV (Victim Support Helpline), he/she will first contact Serviin that will then contact LAV via 116 006 and talk to LAV's victim support worker. Serviin's interpreter will mediate the communication between the victim and the victim support worker



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**Linha  
Internet  
Segura**

800 219 090



Linha Internet Segura is part of CIS - Centro Internet Segura (Safe Internet Centre) whose partners are FCT - Fundação para a Ciência e Tecnologia (Foundation for Science and Technology), DGE - Direção Geral da Educação (Directorate-General For Education), IPDJ - Instituto Português do Desporto e da Juventude (Portuguese Institute for Sports and Youth), Altice Foundation e Microsoft Portugal.



Entidades parceiras:





Linha Internet Segura ensures two types of support:

- A platform for reporting online contents: Child Sexual Abuse Material, incentive to racism and incentive to violence
- A Helpline for Cybercrime Victims, available from **09h00** to **21h00** on working days





Helpline for Cybercrime Victims, available from **09h00 to 21h00** on **working days**

With this helpline we aim to assure free and confidential support on the following situations:

- Cybercrime victims - e.g. Cyber-bullying, Grooming, Identity Theft
- Technical Help in promoting the safe use of the Internet
- Online Addictions (Social Media, Videogames)



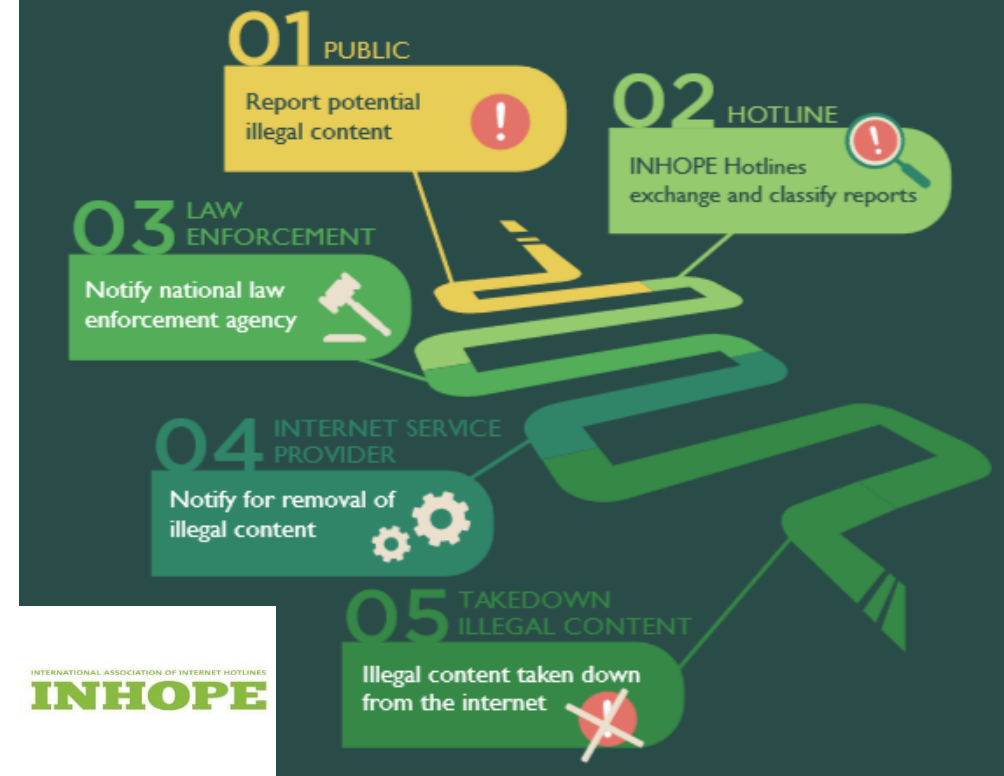
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The platform for reporting online contents of **child pornography, incentive to racism and incentive to violence** works in the following way:

1. The content's link is shared through a complaint form available on Centro Internet Segura's website.
2. The content is reviewed and classified by the expert.
3. If the above mentioned content is involved, it will be denounced to the competent authorities, namely the Judiciary Police (PJ)
4. After notifying the police, the content is signalled to the **Internet Service Providers** (if the content is lodged in Portugal).
5. The content is removed within **three working days** (preferably).

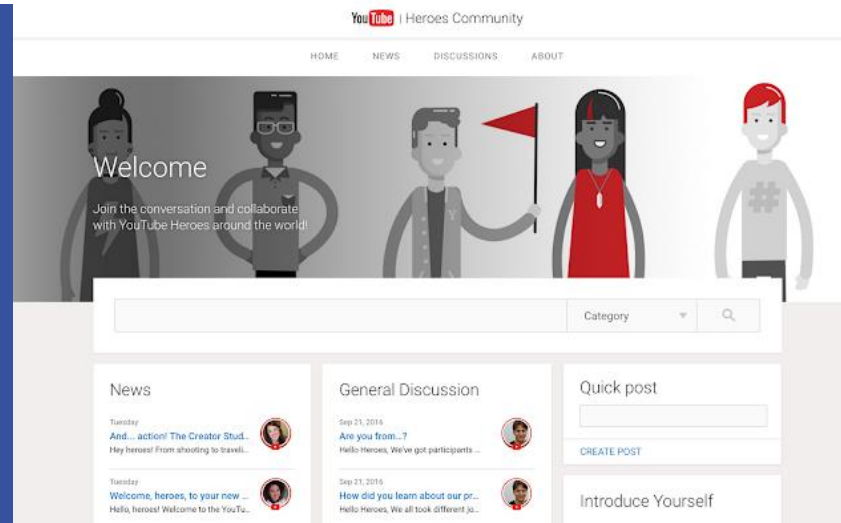
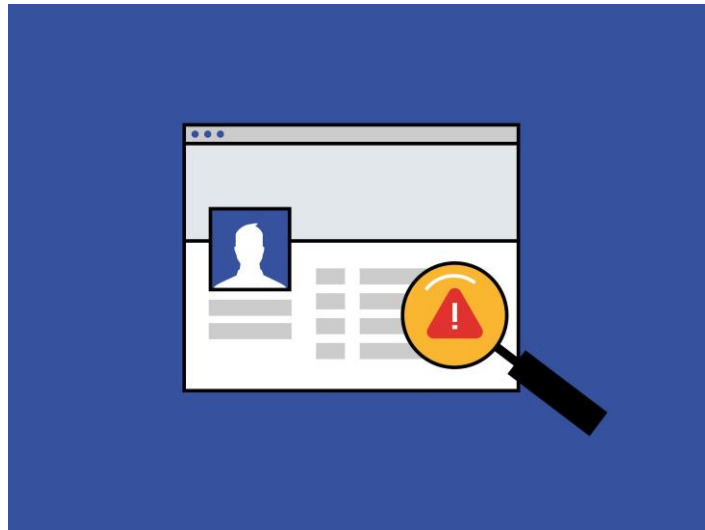


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# Trusted Flagger Channels: An Important Ally



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# Awareness Raising and Attitude Change

**AFTER HACKING INTO MÁRCIA'S SOCIAL MEDIA WITH THIS RACIST TEXT, SHE MOVED TO ANOTHER CITY OUT OF FEAR.**



**AFTER LÚCIA FILED FOR DIVORCE, HER HUSBAND SHARED THIS NUDE PHOTO OF HER.**



**IF YOU DON'T SEE THIS IMAGE, IT IS BECAUSE SOMEONE SAW IT AND REPORTED IT.**

**YOU DON'T NEED TO SEE TO BELIEVE. CYBERCRIME EXISTS. REPORT IT. 800 219 090**



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# Awareness Raising and Attitude Change

**A MARIANA CONTOU O SEU MAIOR SEGREDO À PAULA PORQUE ERAM**

[WWW.MELHORES.AMIGAS.COM](http://WWW.MELHORES.AMIGAS.COM)

**E ACABOU**

[WWW.EXPOSTA.E.SEM.AMIGA.COM](http://WWW.EXPOSTA.E.SEM.AMIGA.COM)

**O QUE ACONTECE NA INTERNET NÃO FICA SÓ NA INTERNET.  
UM LINK PODE DESTRUIR A TUA VIDA E PASSAR DO DIGITAL PARA O REAL.**  
**DENUNCIA 800 219 090**

APAV Apoio à Vítima  
Linha Internet Segura 800 219 090

**QUANDO CASOU COM O GUSTAVO, A CATARINA ACHAVA QUE IA SER**

[WWW.FELIZ.PARA.SEMPRE.COM](http://WWW.FELIZ.PARA.SEMPRE.COM)

**E ACABOU**

[WWW.NUA.NA.NET.PARA.SEMPRE.COM](http://WWW.NUA.NA.NET.PARA.SEMPRE.COM)

**O QUE ACONTECE NA INTERNET NÃO FICA SÓ NA INTERNET.  
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OBRIGADO! (Thank you!)

Ricardo Estrela

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