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# Signposting & Referral Pathways

## Victim Support Services in Portugal

Created by the Research Centre of Criminal Law and Criminal Sciences, Law  
Faculty, University of Lisbon, and the  
Portuguese Association for Victim Support (APAV)

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[www.protasis-project.eu](http://www.protasis-project.eu)

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## National – General support (all victims)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPSS (Private Institution of Social Solidarity)	Headquarters: Rua José Estêvão, 135-A 1150-201 Lisboa  e-mail: <a href="mailto:apav.sede@apav.pt">apav.sede@apav.pt</a>  landline: +351213587900 fax: +351218876351  From 10am to 1pm and from 2pm to 5.30pm	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	Information, Emotional support, Practical support, Legal support, Psychological support, Social support, Shelter for women and children victims of domestic violence, Shelter for women victims of trafficking in human beings  <b>VICTIM SUPPORT HELPLINE</b> 116 006   free   Monday to Friday 09-19h	Free
<b>Amnistia Internacional Portugal</b>	NGO (Human Rights)	Rua dos Remolares, 7, 2º 1200-370 Lisboa  E-mail: <a href="mailto:aiportugal@amnistia.pt">aiportugal@amnistia.pt</a>  Landlines: +351213861664,+351 213861652 Fax: +351213861782  From 10am to 1pm and from 3pm to 6pm	<a href="http://amnistia.pt">http://amnistia.pt</a>	All victims	- <b>Helpline/ supportline:</b> <u>information service</u> (Individual cases teams, Landlines: +351213861652/64 – from 10am to 1.30pm and 2.30pm to 6.30pm – business days)  - <b>On-site support:</b> <u>information service</u> (headquarters - Rua dos Remolares, 7 - 2º, 1200-370 Lisboa, from 10am to 1pm and from 3pm to 6pm – business days)  - <b>Online support:</b> <u>information requests</u> ( <a href="mailto:casosindividuais@amnistia.pt">casosindividuais@amnistia.pt</a> , average time of response 5 to 15 business days); <u>online information materials</u> in Portuguese and English ( <a href="http://amnistia.pt/">http://amnistia.pt/</a> )	Free
<b>Provedor de Justiça – Portuguese Ombudsman</b>	Public	<b>Lisboa</b> Rua Pau de Bandeira, 9 1249-088 LISBOA PORTUGAL	<a href="http://www.provedor-jus.pt">http://www.provedor-jus.pt</a>	All victims	- <b>Helpline/ supportline:</b> 808200084	Free

		LL: (+351) 213926600/19/21/22 Fax: (+351) 213961243 <a href="mailto:provedor@provedor-jus.pt">provedor@provedor-jus.pt</a>				
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## National – Gender Violence and Women

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>AMCV – Associação de Mulheres Contra a Violência</b>	NGO (Women)	Landline: 213802160 Fax: 213802168  E-mail: <a href="mailto:sede@amcv.org.pt">sede@amcv.org.pt</a>	<a href="http://www.amcv.org.pt">http://www.amcv.org.pt</a>	Specialised: Domestic Violence, Gender Violence against women and children, Sexual Violence	<p>- <b>Helpline/ supportline:</b> <u>legal support</u> (for all service center users and shelter services nationwide from 10am to 6pm); <u>information service, counselling/emotional support</u> (service centre – Monday to Friday from 10am to 6pm, landline: +351213802165); <u>technical support</u></p> <p>- <b>On-site support:</b> <u>legal support, information service, counselling/emotional support, medical aid, social support, frontline specialised support services</u> for domestic and gender Violence (service centre – Lisbon – Monday to Friday from 10am to 6pm to all victims/survivors of domestic and gender abuse); <u>self-help groups</u></p> <p>- <b>Online support:</b> <u>Replies to requests for information service</u> (victims/survivors of domestic and gender abuse); <u>online information materials</u> in Portuguese, English, French and Russian (<a href="http://www.amcv.org.pt">www.amcv.org.pt</a>)</p>	Free

					- <b>Shelter: 2 houses</b> – Sintra and Loures for domestic violence victims (women and children)	
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPSS (Private Institution of Social Solidarity)	Headquarters: Rua José Estêvão, 135-A 1150-201 Lisboa  e-mail: <a href="mailto:apav.sede@apav.pt">apav.sede@apav.pt</a>  landline: +351213587900 fax: +351218876351  From 10am to 1pm and from 2pm to 5.30pm	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	Information, Emotional support, Practical support, Legal support, Psychological support, Social support, Shelter for women and children victims of domestic violence, Shelter for women victims of trafficking in human beings  <b>VICTIM SUPPORT HELPLINE</b> 116 006   free   Monday to Friday 09-19h	Free
<b>CIG – Comissão para a Cidadania e a Igualdade de Género</b>	Public	Av. da República, 32, 1º, 1050-193 Lisboa  Landline: +351217983000 Fax: +351217 983 098 E-mail : <a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a>	<a href="http://www.cig.gov.pt">www.cig.gov.pt</a>	Specialised: Domestic Violence, Women, Children and LGBTI	- <b>Helpline/ supportline:</b> <u>legal support, information service, counselling/ emotional support</u> (Information Service for Victims of Domestic Violence - 800202148, business days, from 9am to 5.30pm)  - <b>Online support:</b> <u>legal support, information service</u> ( <a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a> ); <u>information materials</u> (flyers and brochures in Portuguese)  - <b>Emergency transportation service for domestic violence victims:</b> only by referral from police or social workers in case of emergency  - <b>AppVD, APPoio Contra a Violência Doméstica:</b> information, by region, of all support services on gender violence and domestic violence	Free  Free  Free  Free

<b>UMAR - União de Mulheres Alternativa e Resposta</b>	ONG	<p><b>Lisboa</b> Rua da Cozinha Económica, Bloco D, Espaços M e N, 1300-149 Lisboa LL: 00 351 218 873 005 Fax: 00 351 218 884 086 e-mail: <a href="mailto:umar.sede@sapo.pt">umar.sede@sapo.pt</a></p>	<a href="http://www.umarfeminismos.org">http://www.umarfeminismos.org</a>	Domestic violence/women victims	<p><b>- Helpline/ supportline:</b> <u>information service</u>: 296 629 757 (Açores only, everyday, from 7h00 a.m. to 12h00, p.m., weekends and bank days, 24h)</p> <p><b>- Online support:</b> <u>information service</u>: (Açores only) <a href="mailto:sosemlinha@umaraçores.org">sosemlinha@umaraçores.org</a></p>	Free
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## National – LGBT

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>CIG – Comissão para a Cidadania e a Igualdade de Género</b>	Public	<p>Av. da República, 32, 1º, 1050-193 Lisboa</p> <p>Landline: +351217983000 Fax: +351217 983 098 E-mail : <a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a></p>	<a href="http://www.cig.gov.pt">www.cig.gov.pt</a>	Specialised: Domestic Violence, Women, Children and LGBTI	<p><b>- Helpline/ supportline:</b> <u>legal support, information service, counselling/ emotional support</u> (Information Service for Victims of Domestic Violence - 800202148, business days, from 9am to 5.30pm)</p> <p><b>- Online support:</b> <u>legal support, information service</u> (<a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a>); <u>information materials</u> (flyers and brochures in Portuguese)</p>	Free
<b>ILGA - Intervenção Lésbica, Gay, Bissexual e Transgénero - ILGA Portugal</b>	IPSS	<p>Rua dos Fanqueiros, 40 - 1100-231 Lisboa Landline: 218 873 918 Mobile: 969 367 005 Emails: <a href="mailto:centro@ilga-portugal.pt">centro@ilga-portugal.pt</a> <a href="mailto:porto@ilga-portugal.pt">porto@ilga-portugal.pt</a> <a href="mailto:ilga-portugal@ilga.org">ilga-portugal@ilga.org</a></p>	<a href="http://ilga-portugal.pt/ilga/">http://ilga-portugal.pt/ilga/</a>	LGBTI	<p><b>- Helpline/ supportline:</b> <u>information service, counselling/ emotional support</u>: 961704353 (Mondays to Fridays, 9h30 to 18h00)</p> <p><b>- Online support:</b> <u>legal support</u>: <a href="mailto:juridico@ilga-portugal.pt">juridico@ilga-portugal.pt</a> <u>information service</u> (<a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a>); <u>information materials</u> (flyers and brochures in Portuguese)</p>	Free

					<p><b>- On-site support for LGBTI victims</b> (all crimes): <u>information service, counselling/emotional support</u>: Rua dos Fanqueiros, 38, 3ª Esq, Lisboa (9h30 to 18h00) Booking for special scheduling by: <a href="mailto:sav@ilga-portugal.pt">sav@ilga-portugal.pt</a>   mobile 961 704 353</p> <p><b>Group counseling:</b> Grupo de ajuda mútua, by GRIT (Grupo de Reflexão e Intervenção Trans). Twice a month, at Centro LGBT - Rua dos Fanqueiros, Nª40, Lisboa, Mondays (20h30 to 21h30)</p> <p><b>General support:</b> Linha LGBT: Wednesdays to Sundays, 20h00 to 23h00 Landline: 218 873 922   Mobile: 969 239 229   Skype: linhalgbt</p>	<p>Free (assessment and first consultation/ ongoing psychological counseling charged – social fee)</p> <p>Free</p> <p>Regular call costs</p>
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## National – Children

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>AMCV – Associação de Mulheres Contra a Violência</b>	NGO (Women)	Landline: 213802160 Fax: 213802168 E-mail: <a href="mailto:sede@amcv.org.pt">sede@amcv.org.pt</a>	<a href="http://www.amcv.org.pt">http://www.amcv.org.pt</a>	Specialised: Domestic Violence, Gender Violence against women and children, Sexual Violence	<p><b>- Helpline/ supportline:</b> <u>legal support</u> (for all service center users and shelter services nationwide from 10am to 6pm); <u>information service, counselling/emotional support</u> (service centre – Monday to Friday from 10am to 6pm, landline: +351213802165); <u>technical support</u></p> <p><b>- On-site support:</b> <u>legal support, information service, counselling/</u></p>	Free

					<p><u>emotional support, medical aid, social support, frontline specialised support services</u> for domestic and gender Violence (service centre – Lisbon – Monday to Friday from 10am to 6pm to all victims/survivors of domestic and gender abuse); <u>self-help groups</u></p> <p>- <b>Online support:</b> Replies to requests for <u>information service</u> (victims/survivors of domestic and gender abuse); <u>online information materials</u> in Portuguese, English, French and Russian (www.amcv.org.pt)</p>	
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPSS (Private Institution of Social Solidarity)	<p>Headquarters: Rua José Estêvão, 135-A 1150-201 Lisboa</p> <p>e-mail: <a href="mailto:apav.sede@apav.pt">apav.sede@apav.pt</a></p> <p>landline: +351213587900 fax: +351218876351</p> <p>From 10am to 1pm and from 2pm to 5.30pm</p>	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<p>Information, Emotional support, Practical support, Legal support, Psychological support, Social support, Shelter for women and children victims of domestic violence, Shelter for women victims of trafficking in human beings</p> <p><b>VICTIM SUPPORT HELPLINE</b> 116 006   free   Monday to friday 09-19h</p>	Free
<b>CIG – Comissão para a Cidadania e a Igualdade de Género</b>	Public	<p>Av. da República, 32, 1º, 1050-193 Lisboa</p> <p>Landline: +351217983000 Fax: +351217 983 098 E-mail : <a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a></p>	<a href="http://www.cig.gov.pt">www.cig.gov.pt</a>	Specialised: Domestic Violence, Women, Children and LGBTI	<p>- <b>Helpline/ supportline:</b> <u>legal support, information service, counselling/ emotional support</u> (Information Service for Victims of Domestic Violence - 800202148, business days, from 9am to 5.30pm)</p> <p>- <b>Online support:</b> <u>legal support, information service</u> (<a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a>); <u>information materials</u> (flyers and brochures in Portuguese)</p>	Free

<b>Comissão Nacional de Promoção dos Direitos e Protecção das Crianças e Jovens</b>	Public	<p>Praça de Londres, nº 2 - 2º andar 1049-056 Lisboa</p> <p>Landline: +351218441100 e-mail: <a href="mailto:cnpcjr@seg-social.pt">cnpcjr@seg-social.pt</a></p>	<a href="http://www.cnpcjr.pt">http://www.cnpcjr.pt</a>	Children and youngsters at risk	<p>The child protection system operates on a local basis, so there is a Child Protection Commission in almost every municipality. In the largest cities there is more than one commission (4 in Lisbon, 3 in Porto).</p> <p>These local commissions are permanent partnerships as they are composed by professionals from different public and private entities. Their task is to promote children's rights and to put an end to situations that may affect a child's safety, health, education and full development. Being impossible to include here the contacts of all the local commissions, please check <a href="http://www.cnpcjr.pt">www.cnpcjr.pt</a></p>	Free
<b>Provedor de Justiça – Portuguese Ombudsman</b>	Public	<p><b>Lisboa</b> Rua Pau de Bandeira, 9 1249-088 LISBOA PORTUGAL LL: (+351) 213926600/19/21/22 Fax: (+351) 213961243 <a href="mailto:provedor@provedor-jus.pt">provedor@provedor-jus.pt</a></p>	<a href="http://www.provedor-jus.pt">http://www.provedor-jus.pt</a>	<p>All victims Elderly victims Disabled victims Children</p>	<p><b>- Helpline/ supportline (children):</b> 800206656 <u>information service:</u> (workdays, from 9h30 a.m. to 17h30, p.m.)</p> <p><b>Online information services – Children friendly website:</b> children friendly website with information on children's rights and support services <a href="http://criancas.provedor-jus.pt/index.php">http://criancas.provedor-jus.pt/index.php</a></p>	Free

## National – Human Trafficking

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPSS (Private Institution of Social Solidarity)	<p>Headquarters: Rua José Estêvão, 135-A 1150-201 Lisboa</p>	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and	<p>Information, Emotional support, Practical support, Legal support, Psychological support, Social support, Shelter for women and children victims</p>	Free

		e-mail: <a href="mailto:apav.sede@apav.pt">apav.sede@apav.pt</a>  landline: +351213587900 fax: +351218876351  From 10am to 1pm and from 2pm to 5.30pm		specialised support	of domestic violence, Shelter for women victims of trafficking in human beings  <b>VICTIM SUPPORT HELPLINE</b> 116 006   free   Monday to Friday 09-19h	
<b>Associação para o Planeamento da Família (APF)</b>	IPSS	<b>Lisboa</b> Rua Eça de Queiros, 13, 1º 1050-095 Lisboa - Portugal LL: +351 21 385 39 93 <a href="mailto:apfsede@apf.pt">apfsede@apf.pt</a>	<a href="http://www.apf.pt/">http://www.apf.pt/</a>	Human trafficking	<b>- On-site support/helpline:</b> <b>CAP - Centro de Acolhimento e Proteção a Vítimas de Tráfico de Seres Humanos (support center/support line):</b> <u>information, social support, psychological support, juridical support, medical support/ vocational training/ job placement</u> Women and children: 964 608 288 (24h) <a href="mailto:cap.apf@gmail.com">cap.apf@gmail.com</a>	Free
<b>Observatório do Tráfico de Seres Humanos</b>	public	<b>Lisboa</b> Serviço de Estrangeiros e Fronteiras / Av. Casal de Cabanas, Urb. Cabanas Golf Nº1, 2734-506 Barcarena LL: +351 21 423 62 36 <a href="mailto:otsh@otsh.mai.gov.pt">otsh@otsh.mai.gov.pt</a>	<a href="http://www.otsh.mai.gov.pt">http://www.otsh.mai.gov.pt</a>	Human trafficking	<b>- Helpline/ supportline:</b> information, social support, psychological support, juridical support, medical support	Free

## National – Migrants and Refugees

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>ACM – Alto Comissariado para as Migrações</b>	Public	R. Álvaro Coutinho, 14 1150 - 025 Lisboa  Landline:218106100 Fax:218106117  Migrant Support Line - 808 257 257	<a href="http://www.acm.gov.pt/acm">http://www.acm.gov.pt/acm</a>	Specialised: refugees/ asylum seekers/ migrants	<b>- Helpline/ supportline:</b> <u>information service</u> (808257257 / +351218106191 - calls from landline, mobile phone and from abroad, all national territory and abroad from 9am to 7pm); <u>translation</u> (808257257 – calls from landline, all national territory and abroad from 9am to 7pm)	Helpline/ supportline - with charge: cost of local call

					<p>- <b>On-site support:</b> <u>legal support, information service, social support</u> (National Immigrant Support Centre – CNAI , Lisbon, Oporto, Faro; from 8am to 5pm and CLAIM Network - 60 Local Centers to Support Immigrants' Integration); <u>translation and interpreters</u> (National Immigrant Support Centre – CNAI , Lisbon, Oporto, Faro; from 8am to 5pm plus telephone translation service); <u>information materials</u> (flyers and brochures in Portuguese, English, French, Ukrainian, Russian, Romanian and Mandarin)</p> <p>- <b>Online support:</b> <u>information service</u> (informacoes@acm.gov.pt and <a href="https://www.facebook.com/ACMigracoes">https://www.facebook.com/ACMigracoes</a>, average time of response within 1 hour)</p>	
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### National – Elderly/Disabled people

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPSS (Private Institution of Social Solidarity)	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	Information, Emotional support, Practical support, Legal support, Psychological support, Social support, Shelter for women and children victims of domestic violence, Shelter for women victims of trafficking in human beings  <b>VICTIM SUPPORT HELPLINE</b> 116 006   free   Monday to Friday 09-19h	Free
<b>Provedor de Justiça – Portuguese Ombudsman</b>	Public	<b>Lisboa</b> Rua Pau de Bandeira, 9	<a href="http://www.provedor-jus.pt">http://www.provedor-jus.pt</a>	All victims Elderly victims	- <b>Helpline/ supportline (elderly people):</b> 800203531	Free

		1249-088 LISBOA PORTUGAL LL: (+351) 213926600/19/21/22 Fax: (+351) 213961243 <a href="mailto:provedor@provedor-jus.pt">provedor@provedor-jus.pt</a>		Disbled victims Children	<u>information service:</u> (workdays, from 9h30 a.m. to 17h30, p.m.)  <b>- Helpline/ supportline (disabled people):</b> 800208462 <u>information service:</u> (workdays, from 9h30 a.m. to 17h30, p.m.)	
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### Local (NUTS 2) – Norte (all victims)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPSS (Private Institution of Social Solidarity)	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV BRAGA</b> Rua S. Vítor, 11 4710-439 BRAGA tel 253 610 091   fax 253 610 920 apav.braga@apav.pt Monday to Friday: 14H00-18H00</p> <p><b>GAV PORTO</b> Centro de Recursos Sociais da C.M. Porto Rua da Fábrica Social, 17, Piso 2 4000-201 PORTO tel 22 550 29 57   fax 22 550 29 59 apav.porto@apav.pt Monday to Friday: 10H00-13H00 / 14H30-18H00</p> <p><b>GAV VILA REAL</b> Edifício do ex Governo Civil de Vila Real Largo Conde de Amarante 5000-529 VILA REAL tel 259 375 521   fax 259 375 521 apav.vilareal@apav.pt</p>	Free

					Monday to Friday: 10H00-12H30 / 14H00-17H30	
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## Local (NUTS 2) – Norte (Gender Violence and Women)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity )	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV BRAGA</b> Rua S. Vítor, 11 4710-439 BRAGA tel 253 610 091   fax 253 610 920 apav.braga@apav.pt Monday to Friday: 14H00-18H00</p> <p><b>GAV PORTO</b> Centro de Recursos Sociais da C.M. Porto Rua da Fábrica Social, 17, Piso 2 4000-201 PORTO tel 22 550 29 57   fax 22 550 29 59 apav.porto@apav.pt Monday to Friday: 10H00-13H00 / 14H30-18H00</p> <p><b>GAV VILA REAL</b> Edifício do ex Governo Civil de Vila Real Largo Conde de Amarante 5000-529 VILA REAL tel 259 375 521   fax 259 375 521 apav.vilareal@apav.pt Monday to Friday: 10H00-12H30 / 14H00-17H30</p>	Free
<b>Associação projecto Criar</b>	NGO	Praça D. Filipa de Lencastre, 22, 1º Esq, sala 26, 4050-259 Porto LL: 222 085 949 / 222 017 137 Mobile: 934 961 540 <a href="mailto:projectocriar@gmail.com">projectocriar@gmail.com</a>	<a href="http://projectocriar.blogspot.pt">http://projectocriar.blogspot.pt</a>	Women and children (DV, sexual abuse, human trafficking)	- <b>Helpline and On-site support:</b> <a href="#">legal support, information service, counselling/ emotional support</a> (Porto and Braga only)	Free

					<p><b>Porto</b> Praça D. Filipa de Lencastre, 22, 1º Esq, sala 26, 4050-259 Porto LL: 222 085 949 Mobile: 934 961 540 <a href="mailto:projectocriar@gmail.com">projectocriar@gmail.com</a></p> <p><b>Braga</b> Junta da Freguesia da Sé, Rua D. Afonso Henriques, n.º 1, 2.º Esq., Sé, 4700-030, Braga</p>	
<b>UMAR - União de Mulheres Alternativa e Resposta</b>	ONG	<p><b>Braga</b> <a href="mailto:umarbraga@gmail.com">umarbraga@gmail.com</a></p> <p><b>Porto</b> Rua do Paraíso, nº 250 4000-376 Porto LL/fax 22 202 50 48 e-mail: <a href="mailto:umar.porto@gmail.com">umar.porto@gmail.com</a></p>	<a href="http://www.umarfeminismos.org">http://www.umarfeminismos.org</a>	Domestic violence/women in victims	<p><b>- Helpline/ supportline:</b> information service: 296 629 757 (Açores only, everyday, from 7h00 a.m. to 12h00, p.m., weekends and bank days, 24h)</p> <p><b>- Online support:</b> information service: (Açores only) <a href="mailto:sosemilha@umaracores.org">sosemilha@umaracores.org</a></p> <p><b>Porto</b> P'RATI - Centro de atendimento à mulher vítima de violência Rua do Paraíso, n.º 250 4000-376 Porto LL: 22 202 5048 M: 910504600 <a href="mailto:umarporto@sapo.pt">umarporto@sapo.pt</a> <a href="http://umarprati.blogspot.pt/2009/05/prati.html">http://umarprati.blogspot.pt/2009/05/prati.html</a></p>	Free

### Local (NUTS 2) – Norte (LGBT)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
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<p><b>Associação Plano i</b></p>	<p>Private</p>	<p>R. João das Regras, 150 – 2ºDF 4000-291 Porto  info@associacaoplanoi.org</p>	<p><a href="http://www.associacaoplanoi.org">http://www.associacaoplanoi.org</a></p>	<p>Specialised: LGBTI</p>	<p>- <b>Helpline/ supportline:</b> <a href="#">information service, counselling/ emotional support</a> (mobile +351966090117, 24hours line)</p> <p>- <b>On-site support:</b> <a href="#">legal support</a> (Matosinhos - Thursday from 9am to 1pm or another day to combine); <a href="#">information service, counselling/ emotional support, social support</a> (Matosinhos - Monday to Friday from 9am to 6pm or another day to combine); <a href="#">medical aid</a> (Matosinhos – to combine); <a href="#">information materials</a> (flyers and brochures in portuguese)</p> <p>- <b>Online support:</b> <a href="#">information service</a> (gis@associacaoplanoi.org response within 24 hours)</p>	<p>Free</p>
<p><b>APAV - Associação Portuguesa de Apoio à Vítima</b></p>	<p>NGO/IPS S (Private Institution of Social Solidarity )</p>	<p>See listing</p>	<p><a href="http://www.apav.pt">www.apav.pt</a></p>	<p>Victims of all types of crimes; general and specialised support</p>	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV BRAGA</b> Rua S. Vítor, 11 4710-439 BRAGA tel 253 610 091   fax 253 610 920 apav.braga@apav.pt Monday to Friday: 14H00-18H00</p> <p><b>GAV PORTO</b> Centro de Recursos Sociais da C.M. Porto Rua da Fábrica Social, 17, Piso 2 4000-201 PORTO tel 22 550 29 57   fax 22 550 29 59 apav.porto@apav.pt Monday to Friday: 10H00-13H00 / 14H30-18H00</p> <p><b>GAV VILA REAL</b> Edifício do ex Governo Civil de Vila Real Largo Conde de Amarante 5000-529 VILA REAL tel 259 375 521   fax 259 375 521</p>	<p>Free</p>

					apav.vilareal@apav.pt Monday to Friday: 10H00-12H30 / 14H00-17H30	
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## Local (NUTS 2) – Norte (Children)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity )	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV BRAGA</b> Rua S. Vítor, 11 4710-439 BRAGA tel 253 610 091   fax 253 610 920 apav.braga@apav.pt Monday to Friday: 14H00-18H00</p> <p><b>GAV PORTO</b> Centro de Recursos Sociais da C.M. Porto Rua da Fábrica Social, 17, Piso 2 4000-201 PORTO tel 22 550 29 57   fax 22 550 29 59 apav.porto@apav.pt Monday to Friday: 10H00-13H00 / 14H30-18H00</p> <p><b>GAV VILA REAL</b> Edifício do ex Governo Civil de Vila Real Largo Conde de Amarante 5000-529 VILA REAL tel 259 375 521   fax 259 375 521 apav.vilareal@apav.pt Monday to Friday: 10H00-12H30 / 14H00-17H30</p>	Free
<b>Associação projecto Criar</b>	NGO	Praça D. Filipa de Lencastre, 22, 1º Esq, sala 26, 4050-259 Porto LL: 222 085 949 / 222 017 137	<a href="http://projectocriar.blogspot.pt">http://projectocriar.blogspot.pt</a>	Women and children (DV, sexual abuse,	- <b>Helpline and On-site support: <u>legal support, information service, counselling/ emotional support</u></b> (Porto and Braga only)	Free

		Mobile: 934 961 540 <a href="mailto:projectocriar@gmail.com">projectocriar@gmail.com</a>		human trafficking)	<p><b>Porto</b> Praça D. Filipa de Lencastre, 22, 1º Esq, sala 26, 4050-259 Porto LL: 222 085 949 Mobile: 934 961 540 <a href="mailto:projectocriar@gmail.com">projectocriar@gmail.com</a></p> <p><b>Braga</b> Junta da Freguesia da Sé, Rua D. Afonso Henriques, n.º 1, 2.º Esq., Sé, 4700-030, Braga</p>	
<b>Comissão Nacional de Promoção dos Direitos e Protecção das Crianças e Jovens</b>	Public	<p>Praça de Londres, nº 2 - 2º andar 1049-056 Lisboa</p> <p>Landline: +351218441100 e-mail: <a href="mailto:cnpcjr@seg-social.pt">cnpcjr@seg-social.pt</a></p>	<a href="http://www.cnpcjr.pt">http://www.cnpcjr.pt</a>	Children and youngsters at risk	<p>The child protection system operates on a local basis, so there is a Child Protection Commission in almost every municipality. In the largest cities there is more than one commission (4 in Lisbon, 3 in Porto).</p> <p>These local commissions are permanent partnerships as they are composed by professionals from different public and private entities. Their task is to promote children's rights and to put an end to situations that may affect a child's safety, health, education and full development. Being impossible to include here the contacts of all the local commissions, please check <a href="http://www.cnpcjr.pt">www.cnpcjr.pt</a></p>	Free

#### Local (NUTS 2) – Norte (Human Trafficking)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
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<p><b>APAV - Associação Portuguesa de Apoio à Vítima</b></p>	<p>NGO/IPSS (Private Institution of Social Solidarity)</p>	<p>See listing</p>	<p><a href="http://www.apav.pt">www.apav.pt</a></p>	<p>Victims of all types of crimes; general and specialised support</p>	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV BRAGA</b> Rua S. Vítor, 11 4710-439 BRAGA tel 253 610 091   fax 253 610 920 apav.braga@apav.pt Monday to Friday: 14H00-18H00</p> <p><b>GAV PORTO</b> Centro de Recursos Sociais da C.M. Porto Rua da Fábrica Social, 17, Piso 2 4000-201 PORTO tel 22 550 29 57   fax 22 550 29 59 apav.porto@apav.pt Monday to Friday: 10H00-13H00 / 14H30-18H00</p> <p><b>GAV VILA REAL</b> Edifício do ex Governo Civil de Vila Real Largo Conde de Amarante 5000-529 VILA REAL tel 259 375 521   fax 259 375 521 apav.vilareal@apav.pt Monday to Friday: 10H00-12H30 / 14H00-17H30</p>	<p>Free</p>
<p><b>Associação para o Planeamento da Família (APF)</b></p>	<p>IPSS</p>	<p><b>APF Norte</b> Rua Júlio Dinis, 764 - 6º Esqº Fte 4050-012 Porto T: +351 22 208 58 69 E: <a href="mailto:apfnorte@apf.pt">apfnorte@apf.pt</a></p>	<p><a href="http://www.apf.pt/">http://www.apf.pt/</a></p>	<p>Human trafficking</p>	<p><b>- On-site support/helpline: CAP - Centro de Acolhimento e Proteção a Vítimas de Tráfico de Seres Humanos (support center/support line):</b> <u>information, social support, psychological support, juridical support, medical support/ vocational training/ job placement</u> Women and children: 964 608 288 (24h) <a href="mailto:cap.apf@gmail.com">cap.apf@gmail.com</a></p>	<p>Free</p>
<p><b>Associação projecto Criar</b></p>	<p>NGO</p>	<p>Praça D. Filipa de Lencastre, 22, 1º Esq, sala 26, 4050-259 Porto</p>	<p><a href="http://projectocriar.blogspot.pt">http://projectocriar.blogspot.pt</a></p>	<p>Women and children (DV, sexual abuse,</p>	<p><b>- Helpline and On-site support:</b> <u>legal support, information service, counselling/ emotional support</u> (Porto and Braga only)</p>	<p>Free</p>

		LL: 222 085 949 / 222 017 137 Mobile: 934 961 540 <a href="mailto:projectocriar@gmail.com">projectocriar@gmail.com</a>		human trafficking)	<p><b>Porto</b> Praça D. Filipa de Lencastre, 22, 1º Esq, sala 26, 4050-259 Porto LL: 222 085 949 Mobile: 934 961 540 <a href="mailto:projectocriar@gmail.com">projectocriar@gmail.com</a></p> <p><b>Braga</b> Junta da Freguesia da Sé, Rua D. Afonso Henriques, n.º 1, 2.º Esq., Sé, 4700-030, Braga</p>	
<b>Observatório do Tráfico de Seres Humanos</b>	public	<p><b>Lisboa</b> Serviço de Estrangeiros e Fronteiras / Av. Casal de Cabanas, Urb. Cabanas Golf Nº1, 2734-506 Barcarena LL: +351 21 423 62 36 <a href="mailto:otsh@otsh.mai.gov.pt">otsh@otsh.mai.gov.pt</a></p>	<a href="http://www.otsh.mai.gov.pt">http://www.otsh.mai.gov.pt</a>	Human trafficking	<p>- <b>Helpline/ supportline:</b> information, social support, psychological support, juridical support, medical support EME TSH Norte: 918 654 101 / <a href="mailto:apf.sostshnorte@gmail.com">apf.sostshnorte@gmail.com</a></p>	Free

### Local (NUTS 2) – Algarve (All victims / Gender Violence and Women)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity )	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV ALBUFEIRA</b> Urbanização Habijovem, Loja CH, Bloco C Quinta da Palmeira 8200-001 ALBUFEIRA tel 289 585 770   fax 289 588 634 apav.albufeira@apav.pt Mondays, Tuesdays and Thursdays: 9H30-12H30</p>	Free

					<p>Wednesdays and Fridays: 13H30-16H00</p> <p><b>GAV FARO</b>  Rua Dr. José de Matos, 14 A, 1º Piso  8000-504 FARO  tel 289 820 788   fax 289 820 787  apav.faro@apav.pt  Mondays: 14H00-17H30  Tuesday to Friday: 10H00-12H30 /  14H00-17H30</p> <p><b>GAV LOULÉ</b>  Posto da GNR de Loulé  Travessa Charles Bonnett  8100 LOULÉ  tel 289 422 832   fax 289 247 402  apav.loule@apav.pt  Monday to Friday: 14H00-18H00</p> <p><b>GAV PORTIMÃO</b>  Esquadra de Portimão da PSP  Av. Miguel Bombarda  Edifício da PSP  8500-299 PORTIMÃO  tel 282 484 407   fax 282 484 408  apav.portimao@apav.pt  Mondays, Wednesdays and Fridays:  14H00-18H00  Tuesdays and Thursdays: 9H00-13H00</p> <p><b>GAV TAVIRA</b>  GNR - Destacamento Territorial de Tavira  Rua de Santa Margarida, 2  8800-500 TAVIRA  tel 281 381 134   fax 281 325 473  apav.tavira@apav.pt  Monday to Friday: 9H00-13H30  Wednesdays: 14H30-17H00</p>	
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Local (NUTS 2) – Algarve (Children)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity )	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV ALBUFEIRA</b>                      Urbanização Habijovem, Loja CH, Bloco C                      Quinta da Palmeira                      8200-001 ALBUFEIRA                      tel 289 585 770   fax 289 588 634                      apav.albufeira@apav.pt                      Mondays, Tuesdays and Thursdays:                      9H30-12H30                      Wednesdays and Fridays: 13H30-16H00</p> <p><b>GAV FARO</b>                      Rua Dr. José de Matos, 14 A, 1º Piso                      8000-504 FARO                      tel 289 820 788   fax 289 820 787                      apav.faro@apav.pt                      Mondays: 14H00-17H30                      Tuesday to Friday: 10H00-12H30 /                      14H00-17H30</p> <p><b>GAV LOULÉ</b>                      Posto da GNR de Loulé                      Travessa Charles Bonnett                      8100 LOULÉ                      tel 289 422 832   fax 289 247 402                      apav.loule@apav.pt                      Monday to Friday: 14H00-18H00</p> <p><b>GAV PORTIMÃO</b>                      Esquadra de Portimão da PSP                      Av. Miguel Bombarda                      Edifício da PSP                      8500-299 PORTIMÃO                      tel 282 484 407   fax 282 484 408                      apav.portimao@apav.pt</p>	Free

					<p>Mondays, Wednesdays and Fridays: 14H00-18H00</p> <p>Tuesdays and Thursdays: 9H00-13H00</p> <p><b>GAV TAVIRA</b> GNR - Destacamento Territorial de Tavira Rua de Santa Margarida, 2 8800-500 TAVIRA tel 281 381 134   fax 281 325 473 apav.tavira@apav.pt Monday to Friday: 9H00-13H30 Wednesdays: 14H30-17H00</p>	
<p><b>Comissão Nacional de Promoção dos Direitos e Protecção das Crianças e Jovens</b></p>	Public	<p>Praça de Londres, nº 2 - 2º andar 1049-056 Lisboa</p> <p>Landline: +351218441100 e-mail: <a href="mailto:cnpcjr@seg-social.pt">cnpcjr@seg-social.pt</a></p>	<a href="http://www.cnpcjr.pt">http://www.cnpcjr.pt</a>	Children and youngsters at risk	<p>The child protection system operates on a local basis, so there is a Child Protection Commission in almost every municipality. In the largest cities there is more than one commission (4 in Lisbon, 3 in Porto).</p> <p>These local commissions are permanent partnerships as they are composed by professionals from different public and private entities. Their task is to promote children's rights and to put an end to situations that may affect a child's safety, health, education and full development. Being impossible to include here the contacts of all the local commissions, please check <a href="http://www.cnpcjr.pt">www.cnpcjr.pt</a></p>	Free

### Local (NUTS 2) – Algarve (Human Trafficking)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<p><b>APAV - Associação Portuguesa de Apoio à Vítima</b></p>	NGO/IPS S (Private Institutio	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of	<b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b>	Free

	n of Social Solidarity )			crimes; general and specialised support	<p><b>GAV ALBUFEIRA</b> Urbanização Habijovem, Loja CH, Bloco C Quinta da Palmeira 8200-001 ALBUFEIRA tel 289 585 770   fax 289 588 634 apav.albufeira@apav.pt Mondays, Tuesdays and Thursdays: 9H30-12H30 Wednesdays and Fridays: 13H30-16H00</p> <p><b>GAV FARO</b> Rua Dr. José de Matos, 14 A, 1º Piso 8000-504 FARO tel 289 820 788   fax 289 820 787 apav.faro@apav.pt Mondays: 14H00-17H30 Tuesday to Friday: 10H00-12H30 / 14H00-17H30</p> <p><b>GAV LOULÉ</b> Posto da GNR de Loulé Travessa Charles Bonnett 8100 LOULÉ tel 289 422 832   fax 289 247 402 apav.loule@apav.pt Monday to Friday: 14H00-18H00</p> <p><b>GAV PORTIMÃO</b> Esquadra de Portimão da PSP Av. Miguel Bombarda Edifício da PSP 8500-299 PORTIMÃO tel 282 484 407   fax 282 484 408 apav.portimao@apav.pt Mondays, Wednendays and Fridays: 14H00-18H00 Tuesdays and Thursdays: 9H00-13H00</p> <p><b>GAV TAVIRA</b> GNR - Destacamento Territorial de Tavira Rua de Santa Margarida, 2 8800-500 TAVIRA</p>
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					tel 281 381 134   fax 281 325 473 apav.tavira@apav.pt Monday to Friday: 9H00-13H30 Wednesdays: 14H30-17H00	
<b>Associação para o Planeamento da Família (APF)</b>	IPSS	<b>APF Algarve</b> Centro de Incubação de Faro - Rua Monsenhor Henrique Ferreira da Silva, nº 9 8005-137 Faro - Portugal T: +351 289863300 E: <a href="mailto:apf Algarve@gmail.com">apf Algarve@gmail.com</a>	<a href="http://www.apf.pt/">http://www.apf.pt/</a>	Human trafficking	<b>- On-site support/helpline:</b> <b>CAP - Centro de Acolhimento e Proteção a Vítimas de Tráfico de Seres Humanos (support center/support line):</b> <u>information, social support, psychological support, juridical support, medical support/ vocational training/ job placement</u> Women and children: 964 608 288 (24h) <a href="mailto:cap.apf@gmail.com">cap.apf@gmail.com</a>	Free

#### Local (NUTS 2) – Centro (all victims)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPSS (Private Institution of Social Solidarity)	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b>  <b>GAV COIMBRA</b> Rua do Teodoro, 1 (São José) 3030-213 COIMBRA tel 239 781 545   fax 239 243 551 <a href="mailto:apav.coimbra@apav.pt">apav.coimbra@apav.pt</a> Monday to Friday: 10H00-12H30 / 14H00-17H30	Free

#### Local (NUTS 2) – Centro (Gender Violence and Women)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
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<p><b>APAV - Associação Portuguesa de Apoio à Vítima</b></p>	<p>NGO/IPSS (Private Institution of Social Solidarity)</p>	<p>See listing</p>	<p><a href="http://www.apav.pt">www.apav.pt</a></p>	<p>Victims of all types of crimes; general and specialised support</p>	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV COIMBRA</b>  Rua do Teodoro, 1 (São José)  3030-213 COIMBRA  tel 239 781 545   fax 239 243 551  <a href="mailto:apav.coimbra@apav.pt">apav.coimbra@apav.pt</a>  Monday to Friday: 10H00-12H30 / 14H00-17H30</p>	<p>Free</p>
<p><b>Associação Mulher Séc. XXI</b></p>	<p>WNGO</p>	<p><b>Leiria:</b>  Largo Rainha Santa Isabel, Nº1  R/C Dto  2410-165 Leiria  Portugal  LL: (+351) 244 821 728  M: (+351) 964 854 462  M: (+351) 910 908 368  <a href="mailto:mulhersecxxi@sapo.pt">mulhersecxxi@sapo.pt</a></p>	<p><a href="http://www.mulherseculoxxi.com">http://www.mulherseculoxxi.com</a></p>	<p>Domestic violence/  Elderly people</p>	<p>- <b>On-site support:</b> <u>information, psychological support</u>  Centro de Atendimento às Vítimas de Violência Doméstica do Distrito de Leiria (CAVDDL) e Gabinete de Apoio Psicológico  Largo Rainha Santa Isabel, Nº1 R/C Dto  2410-165 Leiria  Portugal  LL: (+351) 244 821 728  M: (+351) 964 854 462  M: (+351) 910 908 368  <a href="mailto:mulhersecxxi@sapo.pt">mulhersecxxi@sapo.pt</a>  (workdays, 9h30 to 12h30 and 14h to 18h)</p> <p>- <b>Helpline/ supportline:</b> <u>legal support, information service, counselling/ emotional support, house calls</u>  800 210 340 (workdays, 9h30 to 12h30 and 14h to 18h)</p> <p>- <b>Emergency shelter home:</b> women only</p>	<p>Free</p>
<p><b>CooLabora</b></p>	<p>IPSS (Private Institution of</p>	<p>Rua Combatentes da Grande Guerra, 62  6200-020 Covilhã</p>		<p>Specialised: Domestic Violence</p>	<p>- <b>Helpline/ supportline:</b> <u>legal support, information service, counselling/ emotional support</u> (24 hours line -</p>	<p>Free</p>

	Social Solidarity)	Landline/Fax: +351275335427 Mobile: +351967455775			<p>+351963603300, Covilhã, Belmonte e Fundão municipalities, although they can support victims of any region of the country)</p> <p>- <b>On-site support:</b> <u>legal support, information service, counselling/ emotional support, social support</u> [CooLabora Victim Support Office - offices in Covilhã and Belmonte; Area of intervention Covilhã, Belmonte and Fundão -although they can support victims from any part of the country; Covilhã: from 9.30 am to 12.30 pm and from 2 pm to 6 pm (with possibility of prior appointment in post labour hours), Belmonte: Tuesdays from 2.30 pm to 5.30 pm (with possibility of prior appointment in post labour hours); <u>information materials</u> (flyers and brochures in Portuguese)</p> <p>- <b>Online support:</b> <u>information requests</u> (apoiovitimacoolabora@gmail.com, replies on the same day or next day)</p> <p>- <b>Social support/ practical help/ financial aid:</b> <u>rehousing and Emergency Social housing</u></p>	
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### Local (NUTS 2) – Centro (Children)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes;	<b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b>	Free

	Social Solidarity )			general and specialised support	<b>GAV COIMBRA</b> Rua do Teodoro, 1 (São José) 3030-213 COIMBRA tel 239 781 545   fax 239 243 551 <a href="mailto:apav.coimbra@apav.pt">apav.coimbra@apav.pt</a> Monday to Friday: 10H00-12H30 / 14H00-17H30	
<b>Comissão Nacional de Promoção dos Direitos e Protecção das Crianças e Jovens</b>	Public	Praça de Londres, nº 2 - 2º andar 1049-056 Lisboa  Landline: +351218441100 e-mail: <a href="mailto:cnpcejr@seg-social.pt">cnpcejr@seg-social.pt</a>	<a href="http://www.cnpcejr.pt">http://www.cnpcejr.pt</a>	Children and youngsters at risk	The child protection system operates on a local basis, so there is a Child Protection Commission in almost every municipality. In the largest cities there is more than one commission (4 in Lisbon, 3 in Porto). These local commissions are permanent partnerships as they are composed by professionals from different public and private entities. Their task is to promote children's rights and to put an end to situations that may affect a child's safety, health, education and full development. Being impossible to include here the contacts of all the local commissions, please check <a href="http://www.cnpcejr.pt">www.cnpcejr.pt</a>	Free

### Local (NUTS 2) – Centro (Human Trafficking)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity )	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b>  <b>GAV COIMBRA</b> Rua do Teodoro, 1 (São José) 3030-213 COIMBRA tel 239 781 545   fax 239 243 551	Free

					<a href="mailto:apav.coimbra@apav.pt">apav.coimbra@apav.pt</a> Monday to Friday: 10H00-12H30 / 14H00-17H30	
<b>Associação para o Planeamento da Família (APF)</b>	IPSS	<b>APF Centro</b> Edifício Quinta de São Mateus - Rua Palácio da Justiça nº 5 Fração J 3060-208 Cantanhede T: +351 912955184 E: <a href="mailto:apfcentro@sapo.pt">apfcentro@sapo.pt</a>	<a href="http://www.apf.pt/">http://www.apf.pt/</a>	Human trafficking	<b>- On-site support/helpline: CAP - Centro de Acolhimento e Proteção a Vítimas de Tráfico de Seres Humanos (support center/support line):</b> <u>information, social support, psychological support, juridical support, medical support/ vocational training/ job placement</u> Women and children: 964 608 288 (24h) <a href="mailto:cap.apf@gmail.com">cap.apf@gmail.com</a>	Free
<b>Observatório do Tráfico de Seres Humanos</b>	public	<b>Lisboa</b> Serviço de Estrangeiros e Fronteiras / Av. Casal de Cabanas, Urb. Cabanas Golf Nº1, 2734-506 Barcarena LL: +351 21 423 62 36 <a href="mailto:otsh@otsh.mai.gov.pt">otsh@otsh.mai.gov.pt</a>	<a href="http://www.otsh.mai.gov.pt">http://www.otsh.mai.gov.pt</a>	Human trafficking	<b>- Helpline/ supportline:</b> information, social support, psychological support, juridical support, medical support EME TSH Centro: 918 654 104 / <a href="mailto:apf.sostshcentro@gmail.com">apf.sostshcentro@gmail.com</a>	Free
<b>Saúde em Português</b>	ONG/IPSS	<b>Coimbra</b> Av. Elísio de Moura nº 417, 1º. E 3030-183 Coimbra, Portugal LL: +351 239 702 723 <a href="mailto:info@saudeportugues.org">info@saudeportugues.org</a>	<a href="http://www.saudeportugues.org">www.saudeportugues.org</a>	Human trafficking (Men)	<b>- On-site support/helpline: CAP - Centro de Acolhimento e Proteção a Vítimas de Tráfico de Seres Humanos (support center/support line):</b> <u>information, social support, psychological support, juridical support, medical support</u> Men only: 961 674 745 (24h) <a href="mailto:cap@saudeportugues.org">cap@saudeportugues.org</a>	Free

### Local (NUTS 2) – Área Metropolitana de Lisboa (all victims)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
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<p><b>APAV - Associação Portuguesa de Apoio à Vítima</b></p>	<p>NGO/IPS S (Private Institution of Social Solidarity )</p>	<p>See listing</p>	<p><a href="http://www.apav.pt">www.apav.pt</a></p>	<p>Victims of all types of crimes; general and specialised support</p>	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV CASCAIS</b>  Av. 25 de Abril, 1097 C, Loja 6  2750-515 CASCAIS  tel 21 466 42 71   fax 21 765 79 33  apav.cascais@apav.pt  Monday to Friday: 10H00-13H00 / 14H00-19H00  Saturdays: 10H00-13H00 (depending on previous appointment)</p> <p><b>GAV LISBOA</b>  Rua José Estêvão 135-A, Piso 0  1150-201 LISBOA  tel 21 358 79 00   fax 21 887 63 51  apav.lisboa@apav.pt  Monday to Friday: 10H00-13H00 / 14H00-17H30</p> <p><b>GAV ODIVELAS</b>  Av. Amália Rodrigues, 10-A  Urbanização da Ribeirada  2675-623 ODIVELAS  tel 800 502 357   fax 800 502 357  apav.odivelas@apav.pt  Mondays, Wednesdays and Fridays: 14H00-17H30  Tuesdays and Thursdays: 10H00-13H00 / 14H00-17H30</p> <p><b>GAV SETÚBAL</b>  Edifício da Câmara Municipal de Setúbal  Praça do Brasil, 17  2900-285 SETÚBAL  tel 265 534 598   fax 265 249 790  <a href="mailto:apav.setubal@apav.pt">apav.setubal@apav.pt</a>  Mondays and Tuesdays: 14H00-19H00  Wednesdays: 10H00-19H00  Thursdays and Fridays: 10H00-14H00</p>	<p>Free</p>
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					<b>RAFAVH – support to relatives and friends of homicide victims</b> Rua José Estêvão 135-A 1150-201 Lisboa tel 21 358 79 00 <a href="mailto:rafavh@apav.pt">rafavh@apav.pt</a>	
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### Local (NUTS 2) – Área Metropolitana de Lisboa (Gender Violence and Women)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity )	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b>  <b>GAV CASCAIS</b> Av. 25 de Abril, 1097 C, Loja 6 2750-515 CASCAIS tel 21 466 42 71   fax 21 765 79 33 apav.cascais@apav.pt Monday to Friday: 10H00-13H00 / 14H00-19H00 Saturdays: 10H00-13H00 (depending on previous appointment)  <b>GAV LISBOA</b> Rua José Estêvão 135-A, Piso 0 1150-201 LISBOA tel 21 358 79 00   fax 21 887 63 51 apav.lisboa@apav.pt Monday to Friday: 10H00-13H00 / 14H00-17H30  <b>GAV ODIVELAS</b> Av. Amália Rodrigues, 10-A Urbanização da Ribeirada 2675-623 ODIVELAS tel 800 502 357   fax 800 502 357 apav.odivelas@apav.pt	Free

					<p>Mondays, Wednesdays and Fridays: 14H00-17H30</p> <p>Tuesdays and Thursdays: 10H00-13H00 / 14H00-17H30</p> <p><b>GAV SETÚBAL</b> Edifício da Câmara Municipal de Setúbal Praça do Brasil, 17 2900-285 SETÚBAL tel 265 534 598   fax 265 249 790 <a href="mailto:apav.setubal@apav.pt">apav.setubal@apav.pt</a></p> <p>Mondays and Tuesdays: 14H00-19H00 Wednesdays: 10H00-19H00 Thursdays and Fridays: 10H00-14H00</p>	
<p><b>AMCV – Associação de Mulheres Contra a Violência</b></p>	<p>NGO (Women)</p>	<p>Landline: 213802160 Fax: 213802168 E-mail: <a href="mailto:sede@amcv.org.pt">sede@amcv.org.pt</a></p>	<p><a href="http://www.amcv.org.pt">http://www.amcv.org.pt</a></p>	<p>Specialised: Domestic Violence, Gender Violence against women and children, Sexual Violence</p>	<p>- <b>Helpline/ supportline:</b> <u>legal support</u> (for all service center users and shelter services nationwide from 10am to 6pm); <u>information service, counselling/emotional support</u> (service centre – Monday to Friday from 10am to 6pm, landline: +351213802165); <u>technical support</u></p> <p>- <b>On-site support:</b> <u>legal support, information service, counselling/emotional support, medical aid, social support, frontline specialised support services</u> for domestic and gender Violence (service centre – Lisbon – Monday to Friday from 10am to 6pm to all victims/survivors of domestic and gender abuse); <u>self-help groups</u></p> <p>- <b>Online support:</b> <u>Replies to requests for information service</u> (victims/survivors of domestic and gender abuse); <u>online information materials</u> in Portuguese, English, French and Russian (<a href="http://www.amcv.org.pt">www.amcv.org.pt</a>)</p>	<p>Free</p>

					- <b>Shelter:</b> <u>2 houses</u> – Sintra and Loures for domestic violence victims (women and children)	
<b>CIG – Comissão para a Cidadania e a Igualdade de Género</b>	Public	Av. da República, 32, 1º, 1050-193 Lisboa  Landline: +351217983000 Fax: +351217 983 098 E-mail : cig@cig.gov.pt	<a href="http://www.cig.gov.pt">www.cig.gov.pt</a>	Specialised: Domestic Violence, Women, Children and LGBTI	- <b>Helpline/ supportline:</b> <u>legal support, information service, counselling/ emotional support</u> (Information Service for Victims of Domestic Violence - 800202148, business days, from 9am to 5.30pm)  - <b>Online support:</b> <u>legal support, information service</u> ( <a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a> ); <u>information materials</u> (flyers and brochures in Portuguese)  - <b>Emergency transportation service for domestic violence victims:</b> only by referral from police or social workers in case of emergency	Free
<b>UMAR - União de Mulheres Alternativa e Resposta</b>	ONG	See listing	<a href="http://www.umarfeminismos.org">http://www.umarfeminismos.org</a>	Domestic violence/women in victims	- <b>On-site support:</b> <u>information service, legal support, counselling/ emotional support/social support/ vocational training/ job placement/referral for emergency shelter homes:</u>  <b>Almada</b> CAM - Centro de atendimento mulher Quinta da Boa Esperança Rua das Quintas - Monte de Caparica Almada 212 942 198 <a href="mailto:umar.almada@sapo.pt">umar.almada@sapo.pt</a>  <b>Lisboa</b> Rua da Cozinha Económica, Bloco D, Espaços M e N, 1300-149 Lisboa LL: 00 351 218 873 005 Fax: 00 351 218 884 086	Free

					e-mail: <a href="mailto:umar.sede@sapo.pt">umar.sede@sapo.pt</a>	
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## Local (NUTS 2) – Área Metropolitana de Lisboa (LGBT)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPSS (Private Institution of Social Solidarity)	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV CASCAIS</b>            Av. 25 de Abril, 1097 C, Loja 6            2750-515 CASCAIS            tel 21 466 42 71   fax 21 765 79 33            apav.cascais@apav.pt            Monday to Friday: 10H00-13H00 / 14H00-19H00            Saturdays: 10H00-13H00 (depending on previous appointment)</p> <p><b>GAV LISBOA</b>            Rua José Estêvão 135-A, Piso 0            1150-201 LISBOA            tel 21 358 79 00   fax 21 887 63 51            apav.lisboa@apav.pt            Monday to Friday: 10H00-13H00 / 14H00-17H30</p> <p><b>GAV ODIVELAS</b>            Av. Amália Rodrigues, 10-A            Urbanização da Ribeirada            2675-623 ODIVELAS            tel 800 502 357   fax 800 502 357            apav.odivelas@apav.pt            Mondays, Wednesdays and Fridays:            14H00-17H30            Tuesdays and Thursdays: 10H00-13H00 / 14H00-17H30</p>	Free

					<p><b>GAV SETÚBAL</b>  Edifício da Câmara Municipal de Setúbal  Praça do Brasil, 17  2900-285 SETÚBAL  tel 265 534 598   fax 265 249 790  <a href="mailto:apav.setubal@apav.pt">apav.setubal@apav.pt</a>  Mondays and Tuesdays: 14H00-19H00  Wednesdays: 10H00-19H00  Thursdays and Fridays: 10H00-14H00</p>	
<b>CIG – Comissão para a Cidadania e a Igualdade de Género</b>	Public	<p>Av. da República, 32, 1º, 1050-193 Lisboa  Landline: +351217983000  Fax: +351217 983 098  E-mail : <a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a></p>	<a href="http://www.cig.gov.pt">www.cig.gov.pt</a>	<p>Specialised: Domestic Violence, Women, Children and LGBTI</p>	<p>- <b>Helpline/ supportline:</b> <a href="#">legal support, information service, counselling/ emotional support</a> (Information Service for Victims of Domestic Violence - 800202148, business days, from 9am to 5.30pm)  - <b>Online support:</b> <a href="#">legal support, information service</a> (<a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a>); <a href="#">information materials</a> (flyers and brochures in Portuguese)</p>	Free
<b>ILGA - Intervenção Lésbica, Gay, Bissexual e Transgénero - ILGA Portugal</b>	IPSS	<p>Rua dos Fanqueiros, 40 - 1100-231 Lisboa  Landline: 218 873 918  Mobile: 969 367 005  Emails:  <a href="mailto:centro@ilga-portugal.pt">centro@ilga-portugal.pt</a>  <a href="mailto:porto@ilga-portugal.pt">porto@ilga-portugal.pt</a>  <a href="mailto:ilga-portugal@ilga.org">ilga-portugal@ilga.org</a></p>	<a href="http://ilga-portugal.pt/ilga/">http://ilga-portugal.pt/ilga/</a>	LGBTI	<p>- <b>Helpline/ supportline:</b> <a href="#">information service, counselling/ emotional support:</a> 961704353 (Mondays to Fridays, 9h30 to 18h00)  - <b>Online support:</b>  <a href="#">legal support:</a> <a href="mailto:juridico@ilga-portugal.pt">juridico@ilga-portugal.pt</a>  <a href="#">information service</a> (<a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a>);  <a href="#">information materials</a> (flyers and brochures in Portuguese)  - <b>On-site support for LGBTI victims</b> (all crimes): <a href="#">information service, counselling/ emotional support:</a>  Rua dos Fanqueiros, 38, 3ª Esq, Lisboa (9h30 to 18h00)  Booking for special scheduling by:  <a href="mailto:sav@ilga-portugal.pt">sav@ilga-portugal.pt</a>   mobile</p>	Free  Free  Free (assessment and first consultation/ ongoing psychological counseling)

					<p>961 704 353</p> <p><b>Group counseling:</b> Grupo de ajuda mútua, by GRIT (Grupo de Reflexão e Intervenção Trans). Twice a month, at Centro LGBT - Rua dos Fanqueiros, N°40, Lisboa, Mondays (20h30 to 21h30)</p> <p><b>General support:</b> Linha LGBT: Wednesdays to Sundays, 20h00 to 23h00 Landline: 218 873 922   Mobile: 969 239 229   Skype: linhalgbt</p>	<p>charged – social fee)</p> <p>Free</p> <p>Regular call costs</p>
<b>CIG – Comissão para a Cidadania e a Igualdade de Género</b>	Public	<p>Av. da República, 32, 1º, 1050-193 Lisboa</p> <p>Landline: +351217983000 Fax: +351217 983 098 E-mail : cig@cig.gov.pt</p>	www.cig.gov.pt	<p>Specialised: Domestic Violence, Women, Children and LGBTI</p>	<p>- <b>Helpline/ supportline:</b> <u>legal support, information service, counselling/ emotional support</u> (Information Service for Victims of Domestic Violence - 800202148, business days, from 9am to 5.30pm)</p> <p>- <b>Online support:</b> <u>legal support, information service</u> (cig@cig.gov.pt); <u>information materials</u> (flyers and brochures in Portuguese)</p> <p>- <b>Emergency transportation service for domestic violence victims:</b> only by referral from police or social workers in case of emergency</p>	Free

### Local (NUTS 2) – Área Metropolitana de Lisboa (Children)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
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<p><b>APAV - Associação Portuguesa de Apoio à Vítima</b></p>	<p>NGO/IPS S (Private Institution of Social Solidarity )</p>	<p>See listing</p>	<p><a href="http://www.apav.pt">www.apav.pt</a></p>	<p>Victims of all types of crimes; general and specialised support</p>	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV CASCAIS</b>  Av. 25 de Abril, 1097 C, Loja 6  2750-515 CASCAIS  tel 21 466 42 71   fax 21 765 79 33  apav.cascais@apav.pt  Monday to Friday: 10H00-13H00 / 14H00-19H00  Saturdays: 10H00-13H00 (depending on previous appointment)</p> <p><b>GAV LISBOA</b>  Rua José Estêvão 135-A, Piso 0  1150-201 LISBOA  tel 21 358 79 00   fax 21 887 63 51  apav.lisboa@apav.pt  Monday to Friday: 10H00-13H00 / 14H00-17H30</p> <p><b>GAV ODIVELAS</b>  Av. Amália Rodrigues, 10-A  Urbanização da Ribeirada  2675-623 ODIVELAS  tel 800 502 357   fax 800 502 357  apav.odivelas@apav.pt  Mondays, Wednesdays and Fridays:  14H00-17H30  Tuesdays and Thursdays: 10H00-13H00 / 14H00-17H30</p> <p><b>GAV SETÚBAL</b>  Edifício da Câmara Municipal de Setúbal  Praça do Brasil, 17  2900-285 SETÚBAL  tel 265 534 598   fax 265 249 790  <a href="mailto:apav.setubal@apav.pt">apav.setubal@apav.pt</a>  Mondays and Tuesdays: 14H00-19H00  Wednesdays: 10H00-19H00  Thursdays and Fridays: 10H00-14H00</p>	<p>Free</p>
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					<p><b>CARE – Support to Children and youngsters victims of sexual violence</b>  Rua José Estêvão 135-A  1150-201 Lisboa  tel 21 358 79 00  <a href="mailto:care@apav.pt">care@apav.pt</a></p>	
<p><b>AMCV – Associação de Mulheres Contra a Violência</b></p>	<p>NGO (Women)</p>	<p>Landline: 213802160  Fax: 213802168  E-mail: <a href="mailto:sede@amcv.org.pt">sede@amcv.org.pt</a></p>	<p><a href="http://www.amcv.org.pt">http://www.amcv.org.pt</a></p>	<p>Specialised:  Domestic Violence,  Gender Violence against women and children,  Sexual Violence</p>	<p>- <b>Helpline/ supportline:</b> <u>legal support</u> (for all service center users and shelter services nationwide from 10am to 6pm); <u>information service, counselling/emotional support</u> (service centre – Monday to Friday from 10am to 6pm, landline: +351213802165); <u>technical support</u></p> <p>- <b>On-site support:</b> <u>legal support, information service, counselling/emotional support, medical aid, social support, frontline specialised support services</u> for domestic and gender Violence (service centre – Lisbon – Monday to Friday from 10am to 6pm to all victims/survivors of domestic and gender abuse); <u>self-help groups</u></p> <p>- <b>Online support:</b> <u>Replies to requests for information service</u> (victims/survivors of domestic and gender abuse); <u>online information materials</u> in Portuguese, English, French and Russian (<a href="http://www.amcv.org.pt">www.amcv.org.pt</a>)</p> <p>- <b>Shelter:</b> <u>2 houses</u> – Sintra and Loures for domestic violence victims (women and children)</p>	<p>Free</p>
<p><b>CIG – Comissão para a Cidadania e a Igualdade de Género</b></p>	<p>Public</p>	<p>Av. da República, 32, 1º, 1050-193 Lisboa</p>	<p><a href="http://www.cig.gov.pt">www.cig.gov.pt</a></p>	<p>Specialised:  Domestic Violence,</p>	<p>- <b>Helpline/ supportline:</b> <u>legal support, information service, counselling/emotional support</u> (Information Service</p>	<p>Free</p>

		Landline: +351217983000 Fax: +351217 983 098 E-mail : <a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a>		Women, Children and LGBTI	for Victims of Domestic Violence - 800202148, business days, from 9am to 5.30pm)  - <b>Online support:</b> <a href="#">legal support</a> , <a href="#">information service</a> ( <a href="mailto:cig@cig.gov.pt">cig@cig.gov.pt</a> ); <a href="#">information materials</a> (flyers and brochures in Portuguese)  - <b>Emergency transportation service for domestic violence victims:</b> only by referral from police or social workers in case of emergency	
<b>Comissão Nacional de Promoção dos Direitos e Protecção das Crianças e Jovens</b>	Public	Praça de Londres, nº 2 - 2º andar 1049-056 Lisboa  Landline: +351218441100 e-mail: <a href="mailto:cnpcjr@seg-social.pt">cnpcjr@seg-social.pt</a>	<a href="http://www.cnpcjr.pt">http://www.cnpcjr.pt</a>	Children and youngsters at risk	The child protection system operates on a local basis, so there is a Child Protection Commission in almost every municipality. In the largest cities there is more than one commission (4 in Lisbon, 3 in Porto).  These local commissions are permanent partnership as they are composed by professionals from different public and private entities. Their task is to promote children's rights and to put an end to situations that may affect a child's safety, health, education and full development. Being impossible to include here the contacts of all the local commissions, please check <a href="http://www.cnpcjr.pt">www.cnpcjr.pt</a>	Free
<b>IAC - Instituto de Apoio à Criança</b>	Non- profit	Largo da Memória, 14, 1349-045, Lisboa LL: 213 617 880 <a href="mailto:iac-sede@iacrianca.pt">iac-sede@iacrianca.pt</a>	<a href="http://www.iacrianca.pt">http://www.iacrianca.p t</a>	Children	- <b>Helpline/ supportline:</b> <a href="#">information service</a> , <a href="#">legal support</a> , <a href="#">counselling/ emotional support</a> : LL: 21 793 16 17 (regular call costs) 116 111 (free) (24h) <a href="mailto:soscrianca@iacrianca.pt">soscrianca@iacrianca.pt</a> <a href="http://www.soscrianca.pt">www.soscrianca.pt</a>	Free

					<p>- <b>On-site support:</b> <u>information service, legal support, counselling/ emotional support:</u>  Largo da Memória, 14, 1349-045, Lisboa  (week days, 9h00 to 19h00)</p>	
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Local (NUTS 2) – Área Metropolitana de Lisboa (Human Trafficking)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<p><b>APAV - Associação Portuguesa de Apoio à Vítima</b></p>	<p>NGO/IPS S (Private Institution of Social Solidarity )</p>	<p>See listing</p>	<p><a href="http://www.apav.pt">www.apav.pt</a></p>	<p>Victims of all types of crimes; general and specialised support</p>	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV CASCAIS</b>  Av. 25 de Abril, 1097 C, Loja 6  2750-515 CASCAIS  tel 21 466 42 71   fax 21 765 79 33  apav.cascais@apav.pt  Monday to Friday: 10H00-13H00 / 14H00-19H00  Saturdays: 10H00-13H00 (depending on previous appointment)</p> <p><b>GAV LISBOA</b>  Rua José Estêvão 135-A, Piso 0  1150-201 LISBOA  tel 21 358 79 00   fax 21 887 63 51  apav.lisboa@apav.pt  Monday to Friday: 10H00-13H00 / 14H00-17H30</p> <p><b>GAV ODIVELAS</b>  Av. Amália Rodrigues, 10-A  Urbanização da Ribeirada  2675-623 ODIVELAS  tel 800 502 357   fax 800 502 357  apav.odivelas@apav.pt  Mondays, Wednendays and Fridays:  14H00-17H30</p>	<p>Free</p>

					<p>Tuesdays and Thursdays: 10H00-13H00 / 14H00-17H30</p> <p><b>GAV SETÚBAL</b>  Edifício da Câmara Municipal de Setúbal  Praça do Brasil, 17  2900-285 SETÚBAL  tel 265 534 598   fax 265 249 790  <a href="mailto:apav.setubal@apav.pt">apav.setubal@apav.pt</a>  Mondays and Tuesdays: 14H00-19H00  Wednesdays: 10H00-19H00  Thursdays and Fridays: 10H00-14H00</p>	
<p><b>AMCV – Associação de Mulheres Contra a Violência</b></p>	<p>NGO (Women)</p>	<p>Landline: 213802160  Fax: 213802168  E-mail: <a href="mailto:sede@amcv.org.pt">sede@amcv.org.pt</a></p>	<p><a href="http://www.amcv.org.pt">http://www.amcv.org.pt</a></p>	<p>Specialised:  Domestic Violence,  Gender Violence against women and children,  Sexual Violence</p>	<p>- <b>Helpline/ supportline:</b> <u>legal support</u> (for all service center users and shelter services nationwide from 10am to 6pm); <u>information service, counselling/emotional support</u> (service centre – Monday to Friday from 10am to 6pm, landline: +351213802165); <u>technical support</u></p> <p>- <b>On-site support:</b> <u>legal support, information service, counselling/emotional support, medical aid, social support, frontline specialised support services</u> for domestic and gender Violence (service centre – Lisbon – Monday to Friday from 10am to 6pm to all victims/survivors of domestic and gender abuse); <u>self-help groups</u></p> <p>- <b>Online support:</b> <u>Replies to requests for information service</u> (victims/survivors of domestic and gender abuse); <u>online information materials</u> in Portuguese, English, French and Russian (<a href="http://www.amcv.org.pt">www.amcv.org.pt</a>)</p>	<p>Free</p>

					- <b>Shelter:</b> <u>2 houses</u> – Sintra and Loures for domestic violence victims (women and children)	
<b>Associação para o Planeamento da Família (APF)</b>	IPSS	<b>Lisboa</b> Rua Eça de Queiros, 13, 1º 1050-095 Lisboa - Portugal LL: +351 21 385 39 93 <a href="mailto:apfsede@apf.pt">apfsede@apf.pt</a>	<a href="http://www.apf.pt/">http://www.apf.pt/</a>	Human trafficking	- <b>On-site support/helpline:</b> <b>CAP - Centro de Acolhimento e Proteção a Vítimas de Tráfico de Seres Humanos (support center/support line):</b> <u>information, social support, psychological support, juridical support, medical support/vocational training/ job placement</u> Women and children: 964 608 288 (24h) <a href="mailto:cap.apf@gmail.com">cap.apf@gmail.com</a>	Free
<b>Observatório do Tráfico de Seres Humanos</b>	public	<b>Lisboa</b> Serviço de Estrangeiros e Fronteiras / Av. Casal de Cabanas, Urb. Cabanas Golf Nº1, 2734-506 Barcarena LL: +351 21 423 62 36 <a href="mailto:otsh@otsh.mai.gov.pt">otsh@otsh.mai.gov.pt</a>	<a href="http://www.otsh.mai.gov.pt">http://www.otsh.mai.gov.pt</a>	Human trafficking	- <b>Helpline/ supportline:</b> information, social support, psychological support, juridical support, medical support EME TSH Lisboa: 913 858 556 / <a href="mailto:apf.sostshlisboa@gmail.com">apf.sostshlisboa@gmail.com</a>	Free

### Local (NUTS 2) – Área Metropolitana de Lisboa (Migrants and Refugees)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>ACM – Alto Comissariado para as Migrações</b>	Public	R. Álvaro Coutinho, 14 1150 - 025 Lisboa  Landline:218106100 Fax:218106117  Migrant Support Line - 808 257 257	<a href="http://www.acm.gov.pt/acm">http://www.acm.gov.pt/acm</a>	Specialised: refugees/ asylum seekers/ migrants	- <b>Helpline/ supportline:</b> <u>information service</u> (808257257 / +351218106191 - calls from landline, mobile phone and from abroad, all national territory and abroad from 9am to 7pm); <u>translation</u> (808257257 – calls from landline, all national territory and abroad from 9am to 7pm)  - <b>On-site support:</b> <u>legal support, information service, social support</u>	Helpline/ supportline - with charge: cost of local call

					<p>(National Immigrant Support Centre – CNAI , Lisbon, Oporto, Faro; from 8am to 5pm and CLAIM Network - 60 Local Centers to Support Immigrants' Integration); <u>translation and interpreters</u> (National Immigrant Support Centre – CNAI , Lisbon, Oporto, Faro; from 8am to 5pm plus telephone translation service); <u>information materials</u> (flyers and brochures in Portuguese, English, French, Ukrainian, Russian, Romanian and Mandarin)</p> <p>- <b>Online support:</b> <u>information service</u> (informacoes@acm.gov.pt and <a href="https://www.facebook.com/ACMigracoes">https://www.facebook.com/ACMigracoes</a>, average time of response within 1 hour)</p>	
<p><b>APAV - Associação Portuguesa de Apoio à Vítima</b></p>	<p>NGO/IPSS (Private Institution of Social Solidarity )</p>	<p>See listing</p>	<p><a href="http://www.apav.pt">www.apav.pt</a></p>	<p>Victims of all types of crimes; general and specialised support</p>	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV CASCAIS</b>  Av. 25 de Abril, 1097 C, Loja 6  2750-515 CASCAIS  tel 21 466 42 71   fax 21 765 79 33  apav.cascais@apav.pt  Monday to Friday: 10H00-13H00 / 14H00-19H00  Saturdays: 10H00-13H00 (depending on previous appointment)</p> <p><b>GAV LISBOA</b>  Rua José Estêvão 135-A, Piso 0  1150-201 LISBOA  tel 21 358 79 00   fax 21 887 63 51  apav.lisboa@apav.pt  Monday to Friday: 10H00-13H00 / 14H00-17H30</p> <p><b>GAV ODIVELAS</b>  Av. Amália Rodrigues, 10-A  Urbanização da Ribeirada</p>	<p>Free</p>

					<p>2675-623 ODIVELAS tel 800 502 357   fax 800 502 357 apav.odivelas@apav.pt Mondays, Wednendays and Fridays: 14H00-17H30 Tuesdays and Thursdays: 10H00-13H00 / 14H00-17H30</p> <p><b>GAV SETÚBAL</b> Edifício da Câmara Municipal de Setúbal Praça do Brasil, 17 2900-285 SETÚBAL tel 265 534 598   fax 265 249 790 <a href="mailto:apav.setubal@apav.pt">apav.setubal@apav.pt</a> Mondays and Tuesdays: 14H00-19H00 Wednesdays: 10H00-19H00 Thursdays and Fridays: 10H00-14H00</p> <p><b>UAVMD – Support Unit for Migrant Victims and Victims of Discrimination - Lisboa</b> Rua José Estêvão 135-A 1150-201 Lisboa tel 21 358 79 14 <a href="mailto:uavm@apav.pt">uavm@apav.pt</a> Monday to Friday: 10H00-13H00 / 14H00-17H30</p> <p><b>UAVM – Support Unit to Migrant Victims - Vila Franca de Xira</b> Rua Noel Perdigão 5, 4º Dto. 2600-218 Vila Franca de Xira tel 263 096 657 <a href="mailto:uavm.vfx@apav.pt">uavm.vfx@apav.pt</a> Monday to Friday: 10H00-13H00 / 14H30-18H00</p>
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## Local (NUTS 2) – Alentejo (all victims / Gender Violence and Women)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity )	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b>  <b>GAV SANTARÉM</b> Ex-Escola Prática de Cavalaria Largo Infante Santo 2009-002 SANTARÉM tel 243 356 505   fax 243 356 506 apav.santarem@apav.pt Monday to Friday: 14H00-19H00	Free

## Local (NUTS 2) – Alentejo (Children)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity )	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b>  <b>GAV SANTARÉM</b> Ex-Escola Prática de Cavalaria Largo Infante Santo 2009-002 SANTARÉM tel 243 356 505   fax 243 356 506 apav.santarem@apav.pt Monday to Friday: 14H00-19H00	Free
<b>Comissão Nacional de Promoção dos Direitos e Protecção das Crianças e Jovens</b>	Public	Praça de Londres, nº 2 - 2º andar 1049-056 Lisboa  Landline: +351218441100 e-mail: <a href="mailto:cnpcjr@seg-social.pt">cnpcjr@seg-social.pt</a>	<a href="http://www.cnpcjr.pt">http://www.cnpcjr.pt</a>	Children and youngsters at risk	The child protection system operates on a local basis, so there is a Child Protection Commission in almost every municipality. In the largest cities there is more than one commission (4 in Lisbon, 3 in Porto).  These local commissions are permanent partnerships as they are composed by	Free

					professionals from different public and private entities. Their task is to promote children's rights and to put an end to situations that may affect a child's safety, health, education and full development. Being impossible to include here the contacts of all the local commissions, please check <a href="http://www.cnpcjr.pt">www.cnpcjr.pt</a>	
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### Local (NUTS 2) – Alentejo (Human Trafficking)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity)	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b>  <b>GAV SANTARÉM</b> Ex-Escola Prática de Cavalaria Largo Infante Santo 2009-002 SANTARÉM tel 243 356 505   fax 243 356 506 apav.santarem@apav.pt Monday to Friday: 14H00-19H00	Free
<b>Observatório do Tráfico de Seres Humanos</b>	public	<b>Lisboa</b> Serviço de Estrangeiros e Fronteiras / Av. Casal de Cabanas, Urb. Cabanas Golf Nº1, 2734-506 Barcarena LL: +351 21 423 62 36 <a href="mailto:otsh@otsh.mai.gov.pt">otsh@otsh.mai.gov.pt</a>	<a href="http://www.otsh.mai.gov.pt">http://www.otsh.mai.gov.pt</a>	Human trafficking	- <b>Helpline/ supportline:</b> information, social support, psychological support, juridical support, medical support EME TSH Alentejo: 918 654 106 / <a href="mailto:apf.sostsh.alentejo@gmail.com">apf.sostsh.alentejo@gmail.com</a>	Free

## Local (NUTS 2) – Região Autónoma dos Açores (all victims)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity)	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b>  <b>GAV PONTA DELGADA</b> Rua do Mercado, 57 9500-326 PONTA DELGADA tel 296 285 399   fax 296 304 799 apav.pontadelgada@apav.pt Monday to Friday: 9H30-12H00 / 13H00-17H30	Free
<b>Provedor de Justiça – Portuguese Ombudsman</b>	Public	<b>Angra do Heroísmo (Azores)</b> Praça da Madre de Deus Apartado 144 9700-033 Angra do Heroísmo LL: (+351) 295213520 Fax: (+351) 295216811 <a href="mailto:acores@provedor-jus.pt">acores@provedor-jus.pt</a>	<a href="http://www.provedor-jus.pt">http://www.provedor-jus.pt</a>	All victims Elderly victims Disabled victims Children	<b>Helpline / supportline (all victims):</b> Free LL : 808200084  <b>- Helpline/ supportline (elderly people):</b> 800203531 <u>information service:</u> (workdays, from 9h30 a.m. to 17h30, p.m.)  <b>- Helpline/ supportline (disabled people):</b> 800208462 <u>information service:</u> (workdays, from 9h30 a.m. to 17h30, p.m.)	Free  Free  Free

## Local (NUTS 2) – Região Autónoma dos Açores (Gender Violence and Women)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity)	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and	<b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b>  <b>GAV PONTA DELGADA</b> Rua do Mercado, 57	Free

	Solidarity )			specialised support	9500-326 PONTA DELGADA tel 296 285 399   fax 296 304 799 apav.pontadelgada@apav.pt Monday to Friday: 9H30-12H00 / 13H00-17H30	
<b>Associação Presença Feminina</b>	NGO/ IPSS (Private Institution of Social Solidarity)	Complexo Habitacional de Santo Amaro II Bloco 4, Loja nº 7, Santo António 9020-019 Funchal  Landline: +351291 759777 Mobile: +351968084407 or +351961645029 Fax: 291 753811  E-mail: apfeminina1@sapo.pt	<a href="http://apfeminina.wixsite.com">http://apfeminina.wixsite.com</a>	Specialised: Children, Domestic Violence, Gender Violence	<p>- <b>Helpline/ supportline:</b> <u>legal support, information service, counselling/ emotional support, social support</u> (mobile +351968084407/ landline +351291759777; Monday to Friday, from 9 am to 12.30 pm and from 2 pm to 6 pm)</p> <p>- <b>Online support:</b> <u>legal support, information service, counselling/ emotional support</u> (SKYPE: APFEMININA - by prior appointment - real time conversation); <u>online information materials</u> in Portuguese, Spanish, Italian and English</p> <p>- <b>On-site support:</b> <u>legal support, information service, counselling/ emotional support, social support</u> (Service Office-Funchal; Autonomous Region of Madeira; Monday to Friday, from 9 am to 12.30 pm and from 2 pm to 6 pm); <u>mediation/ restorative justice services</u> - Alternative Dispute Resolution Office - Family Mediation; Service Office – Family Mediation Institute of Funchal (by prior appointment)</p> <p>- <b>Shelter</b> (Autonomous Region of Madeira);</p> <p>- <b>Social and financial support/ practical help - rehousing</b></p>	Free
<b>UMAR - União de Mulheres Alternativa e Resposta</b>	ONG	<b>Açores S. Miguel</b> Rua de São João, 33 A - 2º	<a href="http://www.umarfeminismos.org">http://www.umarfeminismos.org</a>	Domestic violence/women victims	- <b>Helpline/ supportline:</b> <u>information service:</u> 296 629 757 (Açores only, everyday, from 7h00 a.m. to 12h00, p.m., weekends and bank days, 24h)	Free

		<p>9500 - 107 Ponta Delgada LL/Fax: 296 283 221 <a href="mailto:umar-acoeres@umar-acoeres.org">umar-acoeres@umar-acoeres.org</a></p> <p><b>Terceira</b> Edifício da Recreio dos Artistas Rua da Rosa, s/n, 1º Andar 9700 Angra do Heroísmo LL: 295 217860 Fax: 295 217861 <a href="mailto:umarterceira@gmail.com">umarterceira@gmail.com</a></p> <p><b>Faial</b> Rua Juíz Macedo, 27 9900 - 078 Horta LL: 292 292401 Fax: 292292410 <a href="mailto:umar_nucleofaial@sapo.pt">umar_nucleofaial@sapo.pt</a></p> <p><b>Núcleo de Santa Maria</b> Mobile: 969239910 <a href="http://www.umaracoeres.org">www.umaracoeres.org</a></p>			<p><b>- Online support:</b> <u>information service:</u> (Açores only) <a href="mailto:sosemlinha@umaracoeres.org">sosemlinha@umaracoeres.org</a></p> <p><b>information service:</b> Azores Ponta Delgada: Rua São João, nº 33 – 2º Andar, 9500-107- Matriz LL: 296 283 221 / Fax: 296 288 014 (everyday, 9h00 to 17h30) Ribeira Grande – LL: 296 470 730 (extensão 5) (Fridays, 13h30m to 16h30m)</p> <p><b>- On-site support:</b> <u>information service, legal support, counselling/ emotional support/social support/ vocational training/ job placement/referral for emergency shelter homes:</u></p> <p><b>Ponta Delgada</b> Rua São João, nº 33 – 2º Andar 9500-107- Matriz Ponta Delgada – São Miguel – Açores (9h00 to 17h30) LL/Fax Ponta Delgada: 296 283221 <a href="mailto:umar-acoeres@umar-acoeres.org">umar-acoeres@umar-acoeres.org</a></p> <p>UMAR Cipa – Delegação de <b>Angra do Heroísmo</b> Edifício da Recreio dos Artistas, Rua da Rosa s/n, 1º Andar 9700 Angra do Heroísmo LL: 295217860 Fax: 295217861 (9h00-12h30 / 14h00 to 17h00) Email: <a href="mailto:umarterceira@gmail.com">umarterceira@gmail.com</a></p>	
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					<p><b>Horta</b> Rua Juiz Macedo 27 9900-078 Horta LL: 292 292 401 Fax: 292 292 410 (9h00-12h30 / 14h00 to 17h00) <a href="mailto:umar_nucleofaial@sapo.pt">umar_nucleofaial@sapo.pt</a></p> <p><b>Ribeira Grande</b> Avenida Luís de Camões (Central de Camionagem)1º Andar 9600 Ribeira Grande LL: 296 470 730 (extensão 5) (Thursdays, 9h00 to 16h30) Email: <a href="mailto:umar-acores@umar-acores.org">umar-acores@umar-acores.org</a></p> <p><b>Women's Shelter</b> (Açores only)</p>
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### Local (NUTS 2) – Região Autónoma dos Açores (Children)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity)	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV PONTA DELGADA</b> Rua do Mercado, 57 9500-326 PONTA DELGADA tel 296 285 399   fax 296 304 799 apav.pontadelgada@apav.pt Monday to Friday: 9H30-12H00 / 13H00-17H30</p>	Free
<b>Comissão Nacional de Promoção dos Direitos e Protecção das Crianças e Jovens</b>	Public	<p>Praça de Londres, nº 2 - 2º andar 1049-056 Lisboa</p> <p>Landline: +351218441100 e-mail: <a href="mailto:cnpcjr@seg-social.pt">cnpcjr@seg-social.pt</a></p>	<a href="http://www.cnpcjr.pt">http://www.cnpcjr.pt</a>	Children and youngsters at risk	The child protection system operates on a local basis, so there is a Child Protection Commission in almost every municipality. In the largest cities there is more than one commission (4 in Lisbon, 3 in Porto).	Free

					<p>These local commissions are permanent partnerships as they are composed by professionals from different public and private entities. Their task is to promote children's rights and to put an end to situations that may affect a child's safety, health, education and full development. Being impossible to include here the contacts of all the local commissions, please check <a href="http://www.cnpcir.pt">www.cnpcir.pt</a></p>	
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### Local (NUTS 2) – Região Autónoma dos Açores (Human Trafficking)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>APAV - Associação Portuguesa de Apoio à Vítima</b>	NGO/IPS S (Private Institution of Social Solidarity)	See listing	<a href="http://www.apav.pt">www.apav.pt</a>	Victims of all types of crimes; general and specialised support	<p><b>NATIONAL NETWORK OF VICTIM SUPPORT OFFICES (GAV)</b></p> <p><b>GAV PONTA DELGADA</b> Rua do Mercado, 57 9500-326 PONTA DELGADA tel 296 285 399   fax 296 304 799 apav.pontadelgada@apav.pt Monday to Friday: 9H30-12H00 / 13H00-17H30</p>	Free

### Local (NUTS 2) – Região Autónoma da Madeira (all victims)

<b>Provedor de Justiça – Portuguese Ombudsman</b>	Public	<p><b>Funchal (Madeira)</b> Palácio de São Lourenço Av. Zarco 9001-902 Funchal LL: (+351) 291744968 Fax: (+351) 291744924 <a href="mailto:madeira@provedor-jus.pt">madeira@provedor-jus.pt</a></p>	<a href="http://www.provedor-jus.pt">http://www.provedor-jus.pt</a>	All victims Elderly victims Disabled victims Children	<p><b>Helpline / supportline (all victims):</b> Free LL : 808200084</p> <p><b>- Helpline/ supportline (elderly people):</b> 800203531</p> <p><b>information service:</b> (workdays, from 9h30 a.m. to 17h30, p.m.)</p>	Free  Free
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					- <b>Helpline/ supportline (disabled people):</b> 800208462 <u>information service:</u> (workdays, from 9h30 a.m. to 17h30, p.m.)	Free
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### Local (NUTS 2) – Região Autónoma da Madeira (Gender Violence and Women)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>Associação Presença Feminina</b>	NGO/ IPSS (Private Institution of Social Solidarity)	Complexo Habitacional de Santo Amaro II Bloco 4, Loja nº 7, Santo António 9020-019 Funchal  Landline: +351291 759777 Mobile: +351968084407 or +351961645029 Fax: 291 753811  E-mail: apfeminina1@sapo.pt	<a href="http://apfeminina.wixite.com">http://apfeminina.wixite.com</a>	Specialised: Children, Domestic Violence, Gender Violence	- <b>Helpline/ supportline:</b> <u>legal support, information service, counselling/ emotional support, social support</u> (mobile +351968084407/ landline +351291759777; Monday to Friday, from 9 am to 12.30 pm and from 2 pm to 6 pm)  - <b>Online support:</b> <u>legal support, information service, counselling/ emotional support</u> (SKYPE: APFEMININA - by prior appointment - real time conversation); <u>online information materials</u> in Portuguese, Spanish, Italian and English  - <b>On-site support:</b> <u>legal support, information service, counselling/ emotional support, social support</u> (Service Office-Funchal; Autonomous Region of Madeira; Monday to Friday, from 9 am to 12.30 pm and from 2 pm to 6 pm); <u>mediation/ restorative justice services</u> - Alternative Dispute Resolution Office - Family Mediation; Service Office – Family Mediation Institute of Funchal (by prior appointment)	Free

					<p>- Shelter (Autonomous Region of Madeira);</p> <p>- Social and financial support/ practical help - rehousing</p>	
<b>UMAR - União de Mulheres Alternativa e Resposta</b>	ONG	<p><b>Madeira</b> Avenida Calouste Gulbenkian, Edifício 2000, 9º andar (auto-silo), Funchal, Madeira LL: 291 605 941 <a href="http://www.facebook.com/umarmadeira">www.facebook.com/umarmadeira</a></p>	<a href="http://www.umarfeminismos.org">http://www.umarfeminismos.org</a>	Domestic violence/women victims	<p>- Helpline/ supportline/ onsite support <b>Madeira</b> Avenida Calouste Gulbenkian, Edifício 2000, 9º andar (auto-silo), Funchal, Madeira LL: 291 605 941 <a href="http://www.facebook.com/umarmadeira">www.facebook.com/umarmadeira</a></p>	Free

#### Local (NUTS 2) – Região Autónoma da Madeira (Children)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
<b>Comissão Nacional de Promoção dos Direitos e Protecção das Crianças e Jovens</b>	Public	<p>Praça de Londres, nº 2 - 2º andar 1049-056 Lisboa</p> <p>Landline: +351218441100 e-mail: <a href="mailto:cnpcjr@seg-social.pt">cnpcjr@seg-social.pt</a></p>	<a href="http://www.cnpcjr.pt">http://www.cnpcjr.pt</a>	Children and youngsters at risk	<p>The child protection system operates on a local basis, so there is a Child Protection Commission in almost every municipality. In the largest cities there is more than one commission (4 in Lisbon, 3 in Porto).</p> <p>These local commissions are permanent partnerships as they are composed by professionals from different public and private entities. Their task is to promote children's rights and to put an end to situations that may affect a child's safety, health, education and full development. Being impossible to include here the contacts of all the local commissions, please check <a href="http://www.cnpcjr.pt">www.cnpcjr.pt</a></p>	Free

## Local (NUTS 2) – Região Autónoma da Madeira (Human Trafficking)

Organisation Name	Type	Contact details	Website	Target groups of victims	Services provided	Charges
Associação para o Planeamento da Família (APF)	IPSS	<p><b>APF Madeira</b>                      Rua da Vargem nº 30 R/C                      9000 – 705 São Martinho,                      Funchal - Portugal                      T: +351 29 161 18 51                      E: <a href="mailto:apfmadeira@sapo.pt">apfmadeira@sapo.pt</a></p>	<a href="http://www.apf.pt/">http://www.apf.pt/</a>	Human trafficking	<p>- On-site support/helpline:  <b>CAP - Centro de Acolhimento e Proteção a Vítimas de Tráfico de Seres Humanos (support center/support line):</b>  <u>information, social support, psychological support, juridical support, medical support/ vocational training/ job placement</u>                      Women and children: 964 608 288 (24h)  <a href="mailto:cap.apf@gmail.com">cap.apf@gmail.com</a></p>	Free