

## Useful Guide – Gender-based violence and abuse

Are you the victim of violence? Do you feel threatened or humiliated? This condition is not normal and we are there to help you. These are the steps you can take:

- 1) There are different kinds of gender related abuse or violence : physical, psychological, sexual, economic and social
- 2) **Helplines:** The national helpline run by the Commission for Citizenship and Gender Equality called **Information Service for Victims of Domestic Violence** (*Serviço de Informação às Vítimas de Violência Doméstica*)

Phone number: **800 202 148**. This helpline operates 24/7 and is free of charge.

**The national social emergency line (LNES)**, reachable number **144**, is responsible for finding a safe place for victims, in emergency accommodations, and for providing safe transportation to those accommodation.

There is also the **National Emergency line – 112**

- 3) **Emergency Accommodations:** These facilities are run by various associations and NGOs with a national capacity of 168 beds (157 for women, 4 for men and 7 for LGBT people)
- 4) **Shelters:** at national level, there are 40 shelters for victims of domestic violence: 37 shelters for women and their children, 1 for women with disabilities and 1 for women suffering from mental health with a capacity of 671 beds; and 1 for men and their children with the capacity of 6 beds.  
None of the shelters offer 24/7 access. All shelters are free of charge.

According to Portugal's national legislation on domestic violence, victims are referred to shelters by the entities that are part of the national support network for victims of domestic violence. Contacts can be found at <http://www.guiaderecursosvd.cig.gov.pt/>

- 5) **Some NGO supporting victims of Violence against Women and children and Domestic Violence** with counselling centres and shelters:
  - **AMCV – Associação de Mulheres Contra a Violência** (Association of Women against Violence): <http://www.amcv.org.pt/>

Counselling and advocacy services for women and children, including Psychological support legal advice and self-help groups.

Rape crisis Center for women and girls (up 16 years) victims of Sexual Violence.  
Contact number: **+351 21 380 21 65** (from 10h to 18h) - Email [ca@amcv.org.pt](mailto:ca@amcv.org.pt)

- **UMAR** – (*União de Mulheres Alternativa Resposta*) -  
<http://www.umarfeminismos.org/>

Counselling and advocacy services for women and children, including Psychological support legal advice and self-help groups.

Contact phone Lisbon: **+351 21 2942198** Email Lisbon: [umar.almada@sapo.pt](mailto:umar.almada@sapo.pt)

Support Center for women and girls victims of Sexual Violence in Porto

Contact phone **+351 22 202 50 48** Email Porto : [umar.porto@gmail.com](mailto:umar.porto@gmail.com)

- **APAV** (*Associação de Apoio à Vítima*) - Victims Support Association:  
[https://apav.pt/apav\\_v3/index.php/en/](https://apav.pt/apav_v3/index.php/en/)

Support services for victims of crime

Contact phone: **116006** ( between 9AM and 7PM – free of charge)

➔ Information for tourists that have been victims in Portugal, phone : **+351 21 358 79 14**  
or Email : <https://apav.pt/mihy/>

