



Frequently Asked Questions

Portugal

****Warning this does not constitute legal advice, please check this information with the entities mentions in the different topics.****

Health

- How do I Get access to health services?

If it is an emergency, you should call 112.

If it is not an emergency, you should go to the Health Centre of your area of residence or contact the health line 24, through 808 24 24 24. This service is available in Portuguese and English. If you cannot use neither of these languages you can ask support for translation to High Commission for Migration - ACM by 218 106 191 (please note that this is not an emergency contact).

- Indicate the process, is there a need for registration?

You need a user number, if you have a national ID Card, you already have your user number, it is on your ID Card. If not, you can obtain it in the Health Centre of your area of residence, you will need a residence permit. If you do not have a residence permit, but you live in Portugal for over 90 days you can ask in your parish council (Junta de Freguesia – in Portuguese) for a document that certifies that. If you do not have either of this status, you should contact the High Commission for Migration - ACM by 218 106 191. If you are in life threatening situation, you always have access to the health services.

- Is there an emergency number or other number?

Yes, is the 112.

- Indicate website, phone and names of the entities responsible

For more information please contact the National Health Service - <https://www.sns.gov.pt/> Phone: 808 24 24 24

Education

- How do I or my children get access to educational services?

All children, irrespective of their status under the laws of the host country, have full access to education.

For adults, the process of transfer or recognition in Higher education (of a degree \ master \ PHD) will be carried out directly in higher education institutions. To do so, you should contact the institution where you wish to pursue studies or the Directorate for Higher Education Access Services of the Directorate-General for Higher Education through the DGES website (<https://www.dges.gov.pt/pt>).

For more information about entering the Portuguese education system, please go to <https://www.dge.mec.pt/equivalencias-estrangeiras>.

- Indicate the process, is there a need for registration?

The registration is made at the educational establishment where the applicant intends to attend. For adults, the application is accompanied by proof of qualification, duly translated when written in a foreign language, and certified the Portuguese embassy or consulate, or by the foreign embassy or consulate in Portugal.

If you do not have the required documentation, you should go to the Directorate-General for Education, and request a diagnostic test to be inserted in the Portuguese Education System

- Is there specific training for migrants? Language trainings?

The PPT Program – “Portuguese for All” is an initiative aimed at the development of Portuguese language courses for foreigners (With a level A2 - Elementary User and B2 - Independent User of the Common European Framework of Reference for Languages – CEFR certification) and of technical Portuguese courses.

The courses that are part of the PPT Program are free and are implemented by the General Directorate of School Establishments (DGEstE), in public schools, and by the Institute of Employment and Vocational Training (IEFP, IP), through the employment and professional training centres.

The High Commission for Migration, I.P. (ACM, I.P.) provides the Online Portuguese Platform, a new "tool" that features content for the acquisition of European Portuguese by adults who speak other languages. For now, this Platform is available in Portuguese, English, Spanish and Arab and will soon be available in other languages, namely Mandarin and Romanian.

Learn more at <https://pptonline.acm.gov.pt/>

The SPEAK Project, sponsored by the Make Next Association, is a language and cultural program designed to bring people together, to which anyone can apply to learn or teach a language or culture, including that of their country of residence (<https://www.speak.social/pt/HomePage.aspx>).

- Indicate website, phone numbers, names of the entitie responsible
- Directorate-General for Higher Education - <https://www.dges.gov.pt/pt/> Phone: 213 126 000
- Directorate-General for Education - www.dge.mec.pt/ Phone: 213 934 500
- Migrant Helpline - Phone: 808 257 257 – 218106191
- Alto Comissariado para as Migrações (ACM, I.P.) - <https://www.acm.gov.pt/pt/acm> Phone: 808 257 257
- IEFPonline - <https://iefponline.iefp.pt/IEFP/> Phone: 300 010 001
- SPEAK Project - <https://www.speak.social/pt/HomePage.aspx>
- Online Portuguese Platform - <https://pptonline.acm.gov.pt/>

Housing

- Do I have access to social housing?

You should check this with your local council.

- What do I get access to private housing?

In daily newspapers and newspaper specializing in advertising in real estate .

There are some institutions in the country, as is the case in in Lisbon where there is the Lisbonense Owners Association. This Association (and other similar ones) offer information about various rental housing opportunities in the region of Lisbon and the surrounding areas.

Try to respond to ads that refer "from private to private". They speak directly to tenants.

PLEASE NOTE: Before any agreement you should always see the house.

Some real estate agencies require an upfront or monthly payment as a home show consideration. This situation is not legitimate.

- What is the process

There are several documents to be submitted by the landlord in order to fulfil the content obligations.

From the tenant (and your guarantor, if provided for in the contract), you must present a valid ID (Passport or replacement document, ID Card, Citizen Card and Residence Permit are indicative examples).

If you do not have a Tax Identification Number (NIF), you should apply for one from a Finance Service.

- Normal private contracts

The urban lease must be writing, regardless of the term of its duration. In principle, it is up to the landlord to present the contract in writing, but this does not mean that the tenant cannot present an alternative contract or make changes to the proposed contract.

Housing Portal -<http://www.portaldahabitacao.pt/pt/portal/Arrendamento/index.html>



Employment

- How can I work legally?

This is a very important question. You should make sure you have the most update information at ACT - Working Conditions Authority ([http://www.act.gov.pt/\(pt-PT\)/Paginas/default.aspx](http://www.act.gov.pt/(pt-PT)/Paginas/default.aspx))

Working irregularly has consequences at various levels, not only for the worker, but also for the employer and the community.

The most damaging consequences are for the worker who, because he/she is incurring a crime, will be notified to leave the country voluntarily within 10 to 20 days, or may even be detained. In addition, working in an irregular manner means that the worker is not protected by any legal protection and that his rights may not be guaranteed.