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By Marisa Horta

High Commission for Immigration and Intercultural Dialogue (ACIDI IP) -  
Portugal

## One-Stop-Shop: The Portuguese experience

### Overview of the One-Stop-Shop approach developed in Portugal



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PRESIDÊNCIA DO CONSELHO DE MINISTROS

# Portugal as a host society for immigrants...



## Immigrant Population today in Portugal

(information 2012)

- 417,042 foreign residents;
- about 4.1% of the resident population;
- representing more than 170 nationalities, namely:
  - *Brazil* (105,622);
  - *Ukraine* (44,074);
  - *Cape Verde* (42,857);
  - *Romania* (35,216);
  - *Angola* (20,366).



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## ACIDI- HIGH COMMISSION FOR IMMIGRATION AND INTERCULTURAL DIALOGUE;

Recognising the importance of having a **coherent integration policy for immigrants**, Portugal created in 1996 a **state cabinet** with the main mission of promoting the integration of immigrants and the intercultural dialogue that in 2007, became a public institute with the official name:  
**High Commission for Immigration and Intercultural Dialogue (ACIDI)**



Since its creation this public body has assured the participation and cooperation of representative **immigrant associations**, **social partners** and **state services** in the definition and assessment of policies on immigrants' integration and on the prevention of exclusion and discrimination.



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## ACIDI'S SEVEN KEY PRINCIPLES

**1- EQUALITY** (Recognising and guaranteeing the same rights and opportunities);

**2- DIALOGUE** (Promoting effective communication);

**3- CITIZENSHIP** (Promoting active participation in the exercising of rights and duties);

**4- HOSPITALITY** (Knowing how to welcome diversity);

**5- INTERCULTURALITY** (Enrichment in encountering difference);

**6- PROXIMITY** (Shortening distances in order to get to know and respond better);

**7 – INITIATIVE** (Attention and the capacity for anticipation);



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# Broad Overview Of Immigrant Reception and Integration Policy

**I- Informing in order to defend rights and fulfil duties;**

**II- Solutions to resolve problems;**

**III- Getting to know more so as to act better;**

**IV-Outreach with immigrants;**

**V- Raising Public awareness of welcoming and integration and Promotion of Interculturality;**

**VI – Consultative Commissions and Council that function within ACIDI;**



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# The One-Stop-Shop Approach

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## What is a “One-Stop-Shop”?

The One-Stop-Shop approach was recommended by the Commission’s Common Agenda for Integration to strengthen the implementation of the sixth Common Basic Principle on Integration regarding access for immigrants to institutions (stimulating partnership between public and private institutions in order to promote integrated responses ALSO involving cultural mediators from civil society institutions and developing intercultural competences of service providers);

The Portuguese experience with this innovative One-Stop-Shop strategy - official name *National Immigrant Support Centres* -, created in 2004, was considered as an example for this project. Following the philosophy of working with partners, in a context of shared responsibility, the centres involve branches of 6 Ministries and other specialized offices that provide specific support.



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# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI) – Portugal

- Created in 2004 in Lisbon and Porto (and reinforced in 2009, in Faro) by the High Commission for Immigration and Intercultural Dialogue (ACIDI);
- Before the creation of the CNAIs the lived reality of Immigrant Citizens was:  
Dispersion of Government services; Little coordination between services; Inadequacy of services to clients;



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# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI) – Portugal

**Framework:** *Citizens' Shops* in Portugal

**Contributed to the resolution of the problems of dispersion**

but

**Not provided an answer to the specificity of immigrants' problems:**

Cultural and communication problems that were not resolved in the Citizens' Shops;



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# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI) – Portugal



### Objectives of the CNAIs:

- 1- Provide an **integrated response** to problems experienced by immigrant citizens;
- 2- Investment in a **real partnership and cooperation**, with various services in the same place, with information-sharing, on the basis of the same computer system;
- 3- To be an **innovative** institution, very flexible and with the capacity to provide a rapid response to immigrants' needs;



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## National Immigrant Support Centres (CNAI) – Portugal

### 4- With a total focus on the needs of immigrant citizens:

- Organization of services according to the needs of our clients;
- Choice of institutions according to the needs of the clients;
- Creation of specialized and motivated intercultural teams;
- Constant optimization of processes, with a resultant reduction in waiting times;
- Creation of a pleasant and human space;



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## National Immigrant Support Centres (CNAI) – Portugal

### 5- Public Administration closer to immigrant citizens:

Intercultural mediators fundamental to promote immigrants access to public institutions;

Intercultural mediators play a central role in facilitating interaction between State services and the immigrant population and form a integral part of the procedures;



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# Functioning of CNAI

***Services provider by Public Institutions***



***workers are civil servants***

***Services provider by Support Offices created by ACIDI in partnership with Immigrants associations***



***workers are intercultural mediators***



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# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI) – Portugal

### Government Agencies at the CNAI:

Ministry of the Interior – *Foreigners and Borders Service*;  
Ministry of Economic and Employment – *Working Conditions Authority*;  
Ministry of Social Security- Social Security Institute;  
Ministry of Education- Education Office ;  
Ministry of Health- Health Office;  
Ministry of Justice- *Central Registry Office*;



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# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI) -

### Support Offices at the CNAI (ACIDI):

- Immigrant Legal Support Office;
- Family Reunification Support Office;
- Social Support Office;
- Housing Support Office;



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# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI)

### Support Offices at the CNAI (ACIDI):

- Immigrant Consumers Support Office;
- Qualification Support Office;
- **Employment Support Office:** Job Centre and *Entrepreneurship*;
- Voter Registration Support Office;



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# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI) – Portugal

### Other Services (ACIDI):

Children's Room;

Pre-Sorting;

Information Counter;



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# The One-Stop-Shop Approach

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SUPPORT CENTRE  
R. ÁLVARO COUTINHO, 14  
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# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI) – Portugal

### Added Value for Clients / Immigrant Citizens:

#### Integration of Services:

Resolution of problems that involve various Government agencies;  
Facilitation of access to various institutions;

#### Response to a large number of questions:

Legalisation; Health; Education; Nationality; Employment; Family Reunification; Social Support...

#### Personalised service:

Cultural and linguistic proximity;  
Deep knowledge of the subject;

### Benefits of the CNAI for Government Agencies:

Interaction between agencies allows a greater speed in the resolution of processes;

Optimisation of the processes and mutual support between agencies;

Circulation of information between agencies is facilitated – Increased Security;

Sharing of worries and the creation of more efficient processes;

Common working atmosphere;



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# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI) – Portugal

### CNAIs figures:

In 2012 a total of 334.554 cases were attended at CNAIs services;

From March 2004 to December 2012 more than 3 Million cases were attended to (3 059 665);

The CNAIs have a daily average of 900 service-users attendances;

**The main nationalities of service-users are:** Brazilian (26,2%), Cape Verdean (17,7%), Guinean (9,9%), Angolan (8,0%) and Ukrainian (4,5). Recently there are also been an increase in the number of Portuguese nationals using the service.





# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI) – Portugal

### IOM external evaluation to CNAI services

(2009/2010)

#### Opening Hours

Very adequate or adequate: 82.6%;

Not very adequate or not adequate at all: 17.4%;

#### Organisation, Cleanliness and Decoration of the space

Very pleasant or pleasant: 80,7%;

Not very pleasant or not at all: 19.3%;

#### Degree of satisfaction in relation to the kindness of the service

Very satisfied or satisfied: 96%;

Not very satisfied or not at all satisfied: 4%;

#### Relationship of the mediators with the person surveyed

Very close or close: 97.4%;

Distant or very distant: 3.6%;



# The One-Stop-Shop Approach

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## The One-Stop-Shop' Portuguese Experience: An example to be followed?

### National Recognition

**1st Prize for Best Practices in the  
category of serving clients (2004/05)**

Organised by the National  
Administration Institute, *Diário  
Económico*, Deloitte



### International Recognition

- CNAI highlighted by the European Commission as one of the 12 Best Practices in relation to integration policies in the 25 EU Member States (2005);
- Portugal the second country with best integration policies and measures (MIPEX 2007 and 2011);
- Portugal rated as the first country by UN with best policies protecting human rights of immigrants (UN report 2009) and with best examples of programmes and services for immigrant integration (IOM 2010);
- ACIDI (Best Practices Public Administration 2011- Award from EPSA;





# The Portuguese secrets for integration policy success...

## **Migration *history***

(*"moral obligation" to welcome* immigrants in the same way that we expect the Portuguese emigrants to be welcomed abroad);

## **Political consensus**

( convergence of political positions of the major political parties on immigration and integration);

**Integration policies under the dependency of transversal ministry;**



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# The Portuguese secrets for integration policy success...

## **Immigrants as part of the solution and not as the problem**

(Portuguese policy has been based on the participation of immigrants in definition of integration policies (with COCAI) and on their active role in integration service provision (with the mediators and immigrant associations));

## **Positive public opinion about immigrants**

( the Portuguese believe on the positive contribution of immigrants to Portuguese society (2011 Eurobarometer) );



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# ACIDI recognition by immigrants

*More Diversity,  
Better Humanity*





# The One-Stop-Shop Approach

Information, initial ideas, inspiring examples and preliminary recommendations gathered through the different activities of the project are available in the project website:

[www.oss.inti.acidi.gov.pt](http://www.oss.inti.acidi.gov.pt)

Or

[www.acidi.gov.pt](http://www.acidi.gov.pt)

Thanks for your attention!

Köszönöm ☺