

1. What are the Victim Support Offices?

The Victim Support Offices are the result of a partnership between AIMA, I.P. and the Commission for Citizenship and Gender Equality (CIG). They provide an integrated and continuous response, ensuring assistance, information, support, and personalized referrals for migrants or applicants and beneficiaries of temporary or international protection who are victims of domestic violence and/or harmful traditional practices (such as female genital mutilation, child marriages, forced marriages, and early marriages), with the aim of ensuring their protection and safeguarding.

The operation of the Victim Support Offices is based on AIMA, I.P.'s partnership with entities that have specialized knowledge in these areas. As such, the services and activities of these offices are carried out by professionals trained as Victim Support Technicians.

2. Where are AIMA's Victim Support Offices located?

AIMA's Victim Support Offices are physically located in **3 different regions**:

- **AIMA Office – Porto**

Address: Av. de França, 316 - Edifício Capitólio, 4050-276 Porto

Map: <https://maps.app.goo.gl/MFiZ3nZxWdiXq9Ex7>

Opening Hours: 09:00 – 17:00

- **AIMA Office – Lisbon II**

Address: Rua Álvaro Coutinho, 14, 1150-025 Lisboa

Map: <https://maps.app.goo.gl/of9Jog4widjD9a6E8>

Opening Hours: 09:00 – 17:00

- **AIMA Office – Faro**

Address: Largo Dr. Francisco Sá Carneiro – Mercado Municipal – Loja do Cidadão 1.º Piso, 8000-151 Faro

Map: <https://maps.app.goo.gl/v3rrqdW5Y1YWWSFg9>

Opening Hours: 09:00 – 17:00



3. How Can I Request an Appointment at AIMA's Victim Support Office?

You can request an appointment through the following options:

- By Email – Depending on your location, contact the appropriate office:
gav.porto@aima.gov.pt; gav.lisboa@aima.gov.pt; gav.faro@aima.gov.pt.
- In Person – You may visit an AIMA Office for a walk-in appointment. However, availability will depend on the daily capacity for spontaneous consultations.

4. Who Can Request Support from AIMA's Victim Support Office?

Migrants, asylum seekers, or beneficiaries of international or temporary protection (displaced from Ukraine) and their descendants, victims of violence (domestic and/or gender-based violence), and victims of harmful traditional practices (female genital mutilation/cutting; child, early, and forced marriages) can request support from AIMA's Victim Support Offices.

5. What actions are developed by the Victim Support Offices to assist victims of violence?

The Victim Support Offices carry out **the following actions**:

- Personalized support
- Information, clarification, and guidance
- Risk assessment and management
- Security plan
- Mediation
- Referral