



QUALIFYING DIFFERENCES



# HOW TO FIND A JOB?

Guide for Adults with Disabilities  
Portugal

# Index

<b>Introduction</b>	<b>1</b>
<b>I have a disability, what now?</b>	<b>3</b>
1. Legislation	4
2. Support Services	14
<b>Finding a Job...</b>	<b>18</b>
What are the steps to access the Labour Market?	19
What is the procedure?	19
<b>References</b>	<b>27</b>



# Introduction


---

Even though Portuguese public services provide a wide range of services for people with disabilities, legislation and support is scattered and not sufficiently publicized. Therefore, the creation of this Booklet, which focuses on legislation and support services for people with disabilities looking for a job, is one of the many steps that must be taken to guarantee the inclusion of citizens with disabilities, as well as the full recognition and promotion of their fundamental rights, by providing more simplified and clear information.

With a clear and accessible language, this Booklet will try to offer a practical tool, that helps people looking for employment to know where to go and what to do when faced with doubts or difficulties.

The content of this Booklet is organized in two parts. The first part contains information on applicable legislation, in alphabetical order, in accordance with themes and identifies different support services. The second part includes information to help you find a job, such as how to access the Labour Market, in addition to some job searching techniques.

The information found in this booklet is based on information available through the Portuguese National Rehabilitation Institute (<https://www.inr.pt>).



I have a disability,  
what now?

---

If you have a disability, and want to find a job, this Booklet will provide you with useful information. In Portugal, if you wish, you can also go to the Inclusion Desk near you for more information. It is also necessary that you apply for the Multipurpose Disability Medical Certificate that proves you have a disability and identifies the degree of that disability. As a rule, it is the document that serves as proof of the disability so that people with disabilities are entitled to certain benefits and/or rights. It is based on an evaluation by the medical board and carried out within the scope of the Regional Health Administrations.

It is also important to be aware of the following Applicable Legislation and Support Services available.

### **1. Legislation**

The following identifies the Applicable Legislation, in alphabetical order and in accordance with themes:

- Decree approving the Constitution of the Portuguese Republic, published in the Official Journal *Legislação Consolidada - DRE (Diário da República)* No. 86/1976, Series I, October 10, 1976.
- Law No. 30/2013, 8 May (Lei 30/2013, 2013-05-08 - DRE). Basic Law of Social Economy.
- Law No. 71/2018, December 31 (Lei 71/2018, 2018-12-31 - DRE). State Budget for 2019.

#### **Accessibility**

- Decree-Law No. 163/2006, August 8, (Decreto-Lei 163/2006, 2006-08-08 - DRE) which Approves the regime of public accessibility to buildings and establishments, public roads and housing buildings, revoking Decree-Law No. 123/97, May 22.
- Decree-Law no. 125/2017, October 4, (Decreto-Lei 125/2017, 2017-10-04 - DRE) which alters public accessibility regime for buildings and establishments, public roads, and residential buildings.
- Decree-Law no. 83/2018 (Decreto-Lei 83/2018, 2018-10-19 - DRE), October 19, which defines the public accessibility requirements for websites and mobile applications of

public bodies, transposing Directive (EU) 2016/2102((EUR-Lex - 32016L2102 - EN - EUR-Lex (europa.eu)).

#### **Allocation System of Support Products (SAPA\_Sistema de Atribuição de Produtos de Apoio)**

- Order No. 7197/2016, June 1,(Despacho 7197/2016, 2016-06-01 - DRE) which publishes the list of support products.

#### **Braille**

- Decree-Law No. 126/2017, October 4,(Decreto-Lei 126/2017, 2017-10-04 - DRE) which makes the Braille System official in Portugal.

#### **Civil Identification Document**

- Law No. 7/2007, February 5,(Lei 7/2007, 2007-02-05 - DRE) which creates the citizen card and governs its issuance and use.

- Ordinance No. 291/2017, September 29,(Portaria 291/2017, 2017-09-28 - DRE ) which defines the fees due for the provision of services associated with the citizen card and for the issuance of the provisional citizen card, as well as reduction, exemption, or gratuity situations.

#### **Chronic Disease**

- Ordinance No. 349/96, August 8,( Portaria 349/96, 1996-08-08 - DRE) which approves the list of chronic diseases that, due to medical criteria, require frequent consultations, tests and treatments and are a potential cause of early disability or a significant reduction in life expectancy, attached to the ordinance, of which it forms an integral part.

- Joint Order of the Ministries of Health, Social Security and Labour, No. 407/98,( June 18,(Desp\_C\_407\_98 (seg-social.pt)) which considers diseases or sequelae that result from cardiovascular, respiratory, genitourinary, rheumatological, endocrinological diseases to be a chronic disease, digestive, neurological and psychiatric disorders, as well as other situations that cause early disability or a significant reduction in life expectancy.

- Joint Order of the Ministries of Health, Social Security and Labour, No. 861/99, September 10,(Despacho Conjunto 861/99, 1999-10-08 - DRE) which considers chronic illness

to be a long-term illness, with multidimensional aspects, with gradual evolution of symptoms and potentially incapacitating, which implies seriousness due to the limitations in the possibilities of medical treatment and acceptance by the patient whose clinical situation must be considered in the context of family, school, and work life, which is particularly affected.

- Law No. 38/2004, August 18, 2004,( Lei 38/2004, 2004-08-18 - DRE) which defines the general bases of the legal regime for the prevention, habilitation, rehabilitation and participation of people with disabilities.

- Law No. 46/2006, August 28, 2006,( Lei 46/2006, 2006-08-28 - DRE) which prohibits and punishes discrimination based on disability and the existence of an aggravated health risk.

### **Discrimination Based on Disability or Aggravated Risk of Health**

- Law No. 46/2006, August 28,( Lei 46/2006, 2006-08-28 - DRE) which aims to “prevent and prohibit discrimination, direct or indirect, due to disability or aggravated health risk, in all its forms, and to sanction the practice of acts that result in the violation of any fundamental rights, or the refusal or conditioning of the exercise of any economic, social, cultural or other rights, by any person, due to any disability or the existence of an aggravated health risk. The provisions of the present law also apply to the discrimination of people with aggravated health risk.” (No. 1 and 2 of Article 1 and Article 3).

### **Early Childhood Intervention Services**

- Decree-Law No. 281/2009, October 6,( Decreto-Lei 281/2009, 2009-10-06 - DRE) which creates the National System for Early Childhood Intervention and defines the operating rules.

- Dispatch No. 405/2012, January 13,(0134501345.pdf (dre.pt)) which creates the Coordination Commission for the Portuguese National System for Early Childhood Intervention (SNUPI\_ Sistema Nacional de Intervenção Precoce na Infância) and defines the operating rules.

- Ordinance No. 293/2013, September 26, (Portaria 293/2013, 2013-09-26 - DRE) which extends the Support and Qualification Program of the National Early Childhood Intervention System.



## Education

- Law No. 46/86, October 14,(Lei 46/86, 1986-10-14 - DRE) which defines the Basic Law of the Educational System.

- Law No. 5/97, February 10,( Lei 5/97, 1997-02-10 - DRE) which defines the Framework Law for Pre-School Education.

- Decree-Law No. 296-A/98, September 25,( Decreto-Lei 296-A/98, 1998-09-25 - DRE) which establishes the legal regime for access and entry to higher education, as amended by DL No. 99/99, March 30,( Decreto-Lei 99/99, 1999-03-30 - DRE) DL No. 26/2003, February 7,(Decreto-Lei 26/2003, 2003-02-07 - DRE), DL No. 76/2004, March 27(Decreto-Lei n.º 76/2004, de 27 de março - Altera o Decreto-Lei n.º 296-A/98, de 25 de setembro | DGES), DL No. 158/2004, June 30,( Decreto-Lei 158/2004, 2004-06-30 - DRE), DL No. 147-A/2006, July 31,( Decreto-Lei 147-A/2006, 2006-07-31 - DRE), DL No. 40/2007, February 20,(Decreto-Lei 40/2007, 2007-02-20 - DRE), DL No. 45/2007, February 23,( Decreto-Lei 45/2007, 2007-02-23 - DRE) and DL No. 90/2008, May 30,( Decreto-Lei 90/2008, 2008-05-30 - DRE) rectified by Statement of Rectification No. 32- C/2008, June 16(Declaração de Rectificação 32-C/2008, 2008-06-16 - DRE).

- Order No. 9884/2014, July 31,( 55034965 (dre.pt)) which appoints the committee of experts that appraises requests for admission to special contingent vacancies by students with special educational needs within the scope of the National Competition for Access and Admission to Public Higher Education for Enrolment and Registration.

- Ordinance No. 197-B/2015, July 3, 2015,(Portaria 197-B/2015, 2015-07-03 - DRE) which approves the Regulations for the National Competition for Access and Admission to Public Higher Education for Enrolment and Enrolment in the 2015-2016 Academic Year, the text, and respective attachments of which are attached to this ordinance.

- Curricular Guidelines for Pre-School Education, 2016, which were approved through Order No. 9180/2016, July 19(Despacho 9180/2016, 2016-07-19 - DRE).

- Convention on the Rights of Persons with Disabilities. Portugal ratifies the Convention on the Rights of Persons with Disabilities and its Additional Protocol by the Decrees of the President of the Republic No. 71/2009(Decreto do Presidente da República 71/2009, 2009-07-30 - DRE) and No. 72/2009, July 30(Decreto do Presidente da República 72/2009, 2009-07-30 - DRE). The Convention and the Protocol were, in that order, approved by the Resolutions of

the Assembly of the Republic No. 56/2009(Resolução da Assembleia da República 56/2009, 2009-07-30 - DRE) and No. 57/2009, May 7, 2009(Resolução da Assembleia da República 57/2009, 2009-07-30 - DRE).

- Convention on Children's Rights (Articles 28 and 29). Curricular Guidelines for Pre-School Education, 2016. Adopted by the General Assembly at the United Nations on November 20, 1989 and ratified by Portugal on September 21, 1990.

- Normative Order No. 6/2018, April 12,(Despacho Normativo 6/2018, 2018-04-12 - DRE), which establishes the registration procedures and respective renewal and the rules to be observed in the distribution of children and students.

- Normative Order No. 10-A/2018, June 19,(Despacho Normativo 10-A/2018, 2018-06-19 - DRE) which establishes the regime for the constitution of groups and classes and the period of operation of education and teaching establishments within the scope of compulsory education.

- Decree-Law No. 54/2018, July 6, (Decreto-Lei 54/2018, 2018-07-06 - DRE) which establishes the legal regime for inclusive education.

- Decree-Law No. 55/2018, July 6, (Decreto-Lei 55/2018, 2018-07-06 - DRE)which establishes the basic and secondary education curriculum, the guiding principles of its design, operationalization, and learning assessment, in order to ensure that all students acquire knowledge and develop the skills and attitudes that contribute to achieving the skills provided for in the Profile of Students Leaving Mandatory Schooling.

- Decree-Law No. 65/2018, August 16, (Decreto-Lei 65/2018, 2018-08-16 - DRE) which alters the legal regime for higher education degrees and diplomas.

### **Employment and Vocational Training**

- Decree-Law No. 29/2001, February 3,(Decreto-Lei 29/2001, 2001-02-03 - DRE) which establishes the employment quota system for people with disabilities, with a degree of functional disability equal to or greater than 60%, in all services and administrative bodies (central, autonomous, and local).

- Law No. 4/2019, January 10, (Lei 4/2019, 2019-01-10 - DRE) which establishes the employment quota system for people with disabilities, with a degree of disability equal to or greater than 60%.

### **Multipurpose Disability Medical Certificate (AMIM\_O Atestado Médico de Incapacidade Multiuso)**

- Decree-Law No. 202/96, October 23,( Decreto-Lei 202/96, 1996-10-23 - DRE) which establishes the disability assessment regime for people with disabilities for the purposes of accessing the measures and benefits provided for in the law, as amended and republished by Decree-Law No. 291/2009, October 12, (Decreto-Lei 291/2009, 2009-10-12 - DRE).

- Decree-Law No. 307/2003, December 10, (Decreto-Lei 307/2003, 2003-12-10 - DRE) which approves the community model parking card for people with disabilities conditioned by their mobility, as amended by Decree-Law No.17/2011, January 27(Decreto-Lei 17/2011, 2011-01-27 - DRE) and by Law No. 48/2017, July 7, (Lei 48/2017, 2017-07-07 - DRE).

- Law No. 22-A/2007, June 29,( Lei 22-A/2007, 2007-06-29 - DRE) which proceeds with the global reform of car taxation, approving the Vehicle Tax Code and the Single Traffic Tax Code and simultaneously abolishing the car tax, the municipal vehicle tax, the circulation tax, and the trucking tax.

- Decree-Law No. 8/2011, January 11,( Decreto-Lei 8/2011, 2011-01-11 - DRE) which approves the amounts due for payment of acts by health authorities and for services provided by other public health professionals and further clarified in DGS Guideline No. 001/2017, January 11, 2017 (i023208.pdf (ers.pt)).

- Decree-Law No. 113/2011, November 29, (Decreto-Lei 113/2011, 2011-11-29 - DRE) which regulates access to services provided by the National Health Service by users regarding the system of user fees and the application of special benefit regimes.

- For more information consult the circulars on this topic in the Central Administration of the Health System, I.P. (ACSS, IP) and the Frequently Asked Questions section about SNS moderator fees.

### **Person with Disability**

- Basic Law No. 38/2004, August 18, (Lei 38/2004, 2004-08-18 - DRE) which defines the general bases of the legal regime for the prevention, habilitation, rehabilitation and participation of people with disabilities.

Personal Assistance. Independent Life: Independent Life Support Model (MAVI\_Modelo de

### Apoio à Vida independente)

- Decree-Law No. 3/2008, January 7, (Decreto-Lei 3/2008, 2008-01-07 - DRE), which defines the specialized support to be provided in pre-school education and in basic and secondary education in the public, private, and cooperative sectors.

- Decree-Law No. 129/2017, October 9, (Decreto-Lei 129/2017, 2017-10-09 - DRE), which institutes the Model Program to Support Independent Living.

- Ordinance No. 342/2017, November 9, (Portaria 342/2017, 2017-11-09 - DRE), which establishes the criteria, limits, and ratios necessary for the execution of Decree-Law No. 129/2017, October 9, (Decreto-Lei 129/2017, 2017-10-09 - DRE), which instituted the MAVI Program.

- Decree-Law No. 54/2018, July 6, (Decreto-Lei 54/2018, 2018-07-06 - DRE), which establishes the legal regime for inclusive education.

- Decree-Law No. 55/2018, July 6, (Decreto-Lei 55/2018, 2018-07-06 - DRE), which establishes the curriculum for basic and secondary education and the guiding principles for the learning assessment.

### Priority Service

- Decree-Law No. 58/2016, August 29, (Decreto-Lei 58/2016, 2016-08-29 - DRE), which establishes the obligation to provide priority assistance to people with disabilities, the elderly, pregnant women, and people accompanied by infants, for all public and private entities that provide attendance to the public.

### Psychosocial Disability

- Decree-Law No. 8/2010, January 28, (Decreto-Lei 8/2010, 2010-01-28 - DRE), which creates a set of units and teams of integrated continuous mental health care, aimed at people with severe mental illness resulting in psychosocial incapacity and who are in a situation of dependency, republished by Decree-Law No. 22/2011, February 10, (Decreto-Lei 22/2011, 2011-02-10 - DRE).

### Social Protection and Social Benefits

- Law No. 23/96, July 26, (Lei 23/96, 1996-07-26 - DRE) which creates some mecha-

nisms in the legal system designed to protect the user of essential public services.

- Decree-Law No. 308/2007, September 3, (Decreto-Lei 308/2007, 2007-09-03 - DRE), which creates the program Porta 65 - Lease by Young People, an instrument of financial support for leasing by young people, and repeals Decree-Law No. 162/92, August 5.

- Ordinance No. 277-A/2010, May 21, (Portaria 277-A/2010, 2010-05-21 - DRE), which regulates Decree-Law No. 308/2007, September 3(308/2007, "Decreto-Lei" - Pesquisas - DRE) and amended by Decree-Law no. 61-A/2008, March 28,( Decreto-Lei 61-A/2008, 2008-03-28 - DRE) and by Decree-Law No. 43/2010, April 30,( 43/2010, "Decreto-Lei" - Pesquisas - DRE) which creates the financial support program Porta 65 - Rental by Young People.

- Decree-Law No. 29/2018, May 4, (Decreto-Lei 29/2018, 2018-05-04 - DRE), which establishes the Gateway - Urgent Accommodation Support Program.

- Decree-Law No. 37/2018, June 4, (Decreto-Lei 37/2018, 2018-06-04 - DRE), which creates the 1st Right - Program to Support Access to Housing.

### **Support Products**

- Decree-Law no. 93/2009, of 16 April, (Decreto-Lei 93/2009, 2009-04-16 - DRE), which approves the system for allocating support products to people with disabilities and people with temporary disabilities, as amended by Decree-Law no. 42/2011, of March 23.

### **Tax Benefits**

- Decree-Law No. 143/1986, June 16, (Decreto-Lei 143/86, 1986-06-16 - DRE), which establishes rules on the refund of value added tax (VAT) to diplomatic and consular representations and their non-national staff.

- Decree-Law No. 202/1996, October 23, (Decreto-Lei 202/96, 1996-10-23 - DRE ), which establishes the disability assessment regime for people with disabilities for the purposes of accessing the measures and benefits provided for by law.

- Ordinance No. 185/99, March 20, (Portaria 185/99, 1999-03-20 - DRE), which defines orthopaedic footwear and defines the situations covered in order to allow it to be taxed at a reduced rate.

- Law No. 22A / 2007, June 29, (Lei 22-A/2007, 2007-06-29 - DRE), which proceeds to the global reform of car taxation, approving the Code of Vehicle Tax and the Code of Single

Taxation and simultaneously abolishing car tax, tax vehicle tax, circulation tax and trucking tax.

- Decree-Law No. 41/2016, August 1, (Decreto-Lei 41/2016, 2016-08-01 - DRE), which materializes most of the amendments authorized by the Budget Law, regarding income tax on natural persons, income tax on legal persons, value added tax, stamp duty, municipal property tax and, finally, the single circulation tax.

### **The Regime of Adult Supervision**

- Law No. 49/2018, August 14, (Lei 49/2018, 2018-08-14 - DRE), which creates the legal regime for adult supervision, eliminating the interdiction and disabling institutes, provided for in the Civil Code, approved by Decree-Law No. 47344, November 25, 1966.

### **The Right of Complaint**

- Decree-Law No. 163/2006, August 8, (Decreto-Lei 163/2006, 2006-08-08 - DRE), which approves the regime of public accessibility to buildings and establishments, public roads, and residential buildings, revoking Decree-Law No. 123/97, May 22.

- Law No. 46/2006, August 28, (Lei 46/2006, 2006-08-28 - DRE), which prohibits and punishes discrimination based on disability and the existence of an aggravated health risk.

- Decree-Law No. 74/2017, June 21, (Decreto-Lei 74/2017, 2017-06-21 - DRE), which implements the SIMPLEX + 2016 measures “Online complaints book”, “Yellow complaints book” and “Evaluated public service”.

- Law No. 93/2017, August 23, ( Lei 93/2017, 2017-08-23 - DRE), which establishes the legal regime for preventing, prohibiting, and combating discrimination, due to racial and ethnic origin, colour, nationality, ancestry, and territory of origin.

### **Transport**

- Decree-Law No. 251/98, August 11, (Legislação Consolidada - DRE), which regulates access to the activity and the transport market by taxi.

- Decree-Law No. 156/2005, September 15, (Decreto-Lei 156/2005, 2005-09-15 - DRE), which establishes the obligation to make the complaints book available to all suppliers of goods or service providers who have contact with the general public.

- Regulation (EC) No. 1107/2006, July 5, (EUR-Lex - 32006R1107 - EN - EUR-Lex

(europa.eu)), which regulates the rights of persons with disabilities and persons with reduced mobility when traveling by air.

- Decree-Law No. 163/2006, August 8, (Decreto-Lei 163/2006, 2006-08-08 - DRE), which approves the regime of public access to buildings and establishments, public roads, and residential buildings, revoking Decree-Law No. 123/97, May 22.

- Decree-Law No. 74/2007, March 27, (Decreto-Lei 74/2007, 2007-03-27 - DRE), which enshrines the right of access for people with disabilities accompanied by assistance dogs to places, transport, and public access establishments, revoking Decree-Law No. 118/99, April 14 (Decreto-Lei 118/99, 1999-04-14 - DRE).

- Regulation (EC) No. 1371/2007, (LexUriServ.do (europa.eu)) of the European Parliament and of the Council, October 23, which regulates the conditions that must be observed in the passenger rail transport contract.

- Decree-Law No. 58/2008, March 26, (Decreto-Lei 58/2008, 2008-03-26 - DRE) republished by Decree-Law No. 124-A/2018, December 31, (Decreto-Lei 124-A/2018, 2018-12-31 - DRE), which establishes the legal regime applicable to the contract, via rail, for passengers and luggage, portable volumes, pets, bicycles, and other goods.

- Decree-Law No. 181/2012, August 6, (Decreto-Lei 181/2012, 2012-08-06 - DRE) amended by Decree-Law No. 207/2015, September 24, (Decreto-Lei 207/2015, 2015-09-24 - DRE) and Decree-Law No. 47/2018, June 20, (Decreto-Lei 47/2018, 2018-06-20 - DRE), which approves the regime for access and exercise of the activity of renting passenger vehicles without a driver, known as rent-a-car, revoking Decree-Law No. 354/86, October 23, (Decreto-Lei 354/86, 1986-10-23 - DRE).

- Decree-Law No. 254/2012, November 28, (Decreto-Lei 254/2012, 2012-11-28 - DRE), which establishes the general legal framework for the concession of public airport service to support civil aviation in Portugal attributed to ANA - Aeroportos de Portugal, S. A.

- Law No. 6/2013, January 22, (Lei 6/2013, 2013-01-22 - DRE), which approves the legal regimes of access and exercise of the profession of taxi driver and certification of the respective training entities.

- Decree-Law No. 7/2014, January 15, (Decreto-Lei 7/2014, 2014-01-15 - DRE), which ensures the implementation in the domestic legal order of the obligations arising from Regulation (EC) No. 261/2004, of the European Parliament and of the Council, February 11,

(EUR-Lex - 32004R0261 - EN - EUR-Lex (europa.eu)) as amended by Regulation (EU) No. 1177/2010, of the European Parliament and of the Council, November 24, (EUR-Lex - 32010R1177 - EN - EUR-Lex (europa.eu)) on the rights of passengers on maritime and inland waterway transport services.

- Decree-Law No. 9/2015, January 15, (Decreto-Lei 9/2015, 2015-01-15 - DRE), which establishes the conditions that must be observed in the contract for the transport of passengers and luggage by road, in regular services, as well as the sanctioning regime for non-compliance with the rules of the Regulation (EU) No. 181/2011, of the European Parliament and of the Council, February 16, 2011 (EUR-Lex - 32011R0181 - EN - EUR-Lex (europa.eu)).

- Decree-Law No. 74/2017, June 21, (Decreto-Lei 74/2017, 2017-06-21 - DRE), which implements the SIMPLEX + 2016 measures “Online complaints book”, “Yellow complaints book” and “Evaluated public service”.

- Law No. 45/2018, August 10, (Lei 45/2018, 2018-08-10 - DRE), which regulates the legal regime for the activity of individual and remunerated passenger transport in vehicles that are not featured on an electronic platform.

- Regulation No. 565/2018, August 21, (Regulamento 565/2018, 2018-08-21 - DRE), which is a Mediation and Conciliation Regulation within the scope of out-of-court dispute resolution in the field of transport: execution of Article 38 of the AMT Statutes and paragraphs a) and b) of No. 4 of Article 40 of Law No. 67/2013, August 28.

## 2. Support Services



Inclusion Desk is the service centre whose mission is to provide specialized and accessible information and mediation for people with disabilities, their families, organizations, and those of interest.

Multipurpose Disability Medical Certificate (AMIM\_O Atestado Médico de Incapacidade Multiuso) is an official document that proves that the person has a disability, based on the evaluation by the medical board and carried out within the scope of the Regional Health Administrations. This certificate indicates the assigned percentage of the individual’s global disability. It must be authenticated by the President of the Medical Board, dated, and registe-



red with the identification of the Regional Health Administration (ARS\_Administração Regional de Saúde), Group Health Centre (ACES\_Agrupamento do Centro de Saúde) and the I.D. of the respective Medical Board. For more detailed information, check the current legislation referred to in this Booklet.

Digital Citizenship offers the possibility for anyone to exercise their rights and duties as a citizen, using the virtual environment, in a responsible and ethical manner. For all citizens, without exception, to have access, it is necessary to ensure that the services provided are in accordance with the principles of accessibility to digital content.

Therefore, the Government of Portugal provides access to online services through Autenticacao.gov.pt, the electronic identification website with digital signature and secure State authentication. After authentication, citizens can access the following platforms:

The ePortugal portal - <https://eportugal.gov.pt/>

- ePortugal Portal Authenticated Area - <https://eportugal.gov.pt/entrar>
- Electronic Identification and Authentication | Digital Mobile Key & Citizen Card

<https://www.autenticacao.gov.pt/a-chave-movel-digital>

- Accessibility Portal - <http://www.acessibilidade.gov.pt/>
- Kit Usability and Accessibility Seal <http://www.acessibilidade.gov.pt/arquivo/1890>

The National Institute for Rehabilitation, I.P. (INR, IP) - <http://www.inr.pt/inicio> portal:

- National Catalogue of Support Products - <https://catalogo.inr.pt/web/inr/inicio>

The Social Security portal - <http://www.seg-social.pt/inicio>

- Direct Social Security - <https://app.seg-social.pt/ptss/>

The National Health Service portal - <https://www.sns.gov.pt/>

- SNS Citizen Area - <https://servicos.min-saude.pt/utente/>

The website of the Tax and Customs Authority - <http://www.portaldasfinancas.gov.pt/>

- <https://www.acesso.gov.pt/v2/loginForm?partID=PFAP&path=/>

The Employment and Vocational Training Institute - <https://www.iefp.pt/home>

- IEFP Online - <https://iefponline.iefp.pt/IEFP/authentication/loginUser.jsp>

Finally, the Directorate-General for Education - <https://www.dge.mec.pt/>

- Thematic Area “Inclusive Education” - <https://www.dge.mec.pt/educacao-inclusiva>
- Enrolment Portal | 360 School - <https://acesso.edu.gov.pt/>
- Free School Manuals Portal - <https://manuaiscolares.pt/>

Priority Service provides face-to-face services, public or private, in which priority assistance is given to people with a disability level equal to or greater than 60%, as confirmed by AMIM, pregnant women, the person accompanying a child up to 2 years old and people over 65 years of age, as long as there is evident alteration or limitation of physical or mental functions.

It must be the person himself who requests priority care, however, he may have to prove to the person in charge, the degree of disability, the age of the child in arms, the pregnancy, the age of 65 or over, even if show changes or limitations in physical or mental functions.

If there are several people requesting priority service in the same circumstance, that is, in the same queue, the service is done on a first come, first served basis. However, priority service does not apply in the following situations:

- Face-to-face service to the public through prior booking services;
- In health care providers, when the right to health protection and access to health care is at stake (the order of care must be determined according to the clinical evaluation);
- In conservatories or other registration entities, when the change in the service order calls into question the attribution of a subjective right or position of advantage resulting from the priority of the registration.

In case of refusal, you can request the presence of the authorities and make a written complaint to:

- the National Institute of Rehabilitation (INR\_Instituto Nacional de Reabilitação);
- the Inspection-General, regulatory organization or other entities that have inspection or sanctioning powers over the organization that committed the infringement. For example, in a catering establishment, the complaint must be made to the Food and Economic Security Authority (ASAE\_Autoridade de Segurança Alimentar e Económica).

The Right to Complaint, allows you to make use of the Complaints Book if you have a complaint, and must be permanently available in all public and private establishments and services. To ensure that disabled citizens, who are in any way limited from completing the complaint form, to exercise of the right to complaint, the service or goods providers or any person responsible for customer service has the duty to assist, by completing the corresponding form in the terms described orally by the person with a disability, if the person so requests, in accordance with the legal regime provided in Decree-Law No. 74/2017, June 21. Failure to comply with this duty constitutes an offense punishable by fine.

The Regime of Adult Supervision allows the benefit of the additional measures provided for in Law No. 49/2018, August 14, to those who are unable to exercise their rights or duties fully and consciously, for health or disability reasons. This diploma creates the legal regime of Adult Supervision, which came into effect on February 10, 2019, eliminating the legal figures of interdiction and disqualification, provided for in the Civil Code.

Support Products Allocation System (SAPA\_Sistema de Atribuição de Produtos de Apoio) is any product, instrument, equipment, or technical system used by a person with a disability or temporary disability, specially produced or available, that prevents, compensates, mitigates, or neutralizes the functional or participation limitation. It is an integrated and transversal response system for people with disabilities or temporary disabilities, which aims to compensate and mitigate the activity limitations and participation restrictions resulting from the temporary disability or incapacity by:

- Providing free and universal support products;
- Effective management by simplifying the procedures required by entities and the implementation of a centralized computer system;
- Simplified financing of support products.

The image features a large yellow geometric shape on the left side, which is a right-angled triangle with its hypotenuse facing right. A white banner with a slight drop shadow is positioned at the bottom right, overlapping the yellow shape. The text "Finding a Job..." is written in a bold, black, sans-serif font on the banner. A thin yellow horizontal line is located below the banner.

**Finding a Job...**

## What are the steps to access the Labour Market?

A disabled person looking for a job, like any other citizens, can register with the employment service through IEFP (<https://iefponline.iefp.pt/IEFP/>), go to the employment centre or contact a local representative, by phone or by e-mail, requesting an appointment for a meeting or job interview.

## What is the procedure?

The employment centre will assess the employability profile of the person with disability, and check if the person is:

- Unemployed with a profile adjusted to the market;
- Unemployed with employability difficulties;
- Unemployed but requires intensive support.

As a result of this assessment, an individual employment plan is elaborated in conjunction with the person, thereby promoting a referral that considers the most appropriate measures or activities within the context of the employment centre.

If more personalized and specialized support is required, the intervention of the resource centre will be requested, namely, to provide:

- Information, Evaluation and Guidance for Qualification and Employment: This is complementary information to support people with disabilities about the employability profile or the prescription of support products that are indispensable to access and attend training, or to access, maintain and progress in employment, or even support for adaptations to jobs and the elimination of architectural barriers or, also, work capacity assessment.

- Placement support: If the person with disability has a profile adjusted to the labour market, but there is no offer available or adjusted to their characteristics, more personalized and intensive support in the search for jobs or for the development of other employability skills will be presented.

- Post-placement monitoring: When, to substantiate employability, people with disabilities, employers or promoters of the active employment measure need support, or if there is a need for a specialized mediation process.

To register, you can apply at one of the Employment Centres spread throughout the Portuguese continental territory. However, your registration is always linked to the Employment Centre in your area of residence. IEFP also offers a set of services that allow you, namely to:

- Disclose your CV, which can be consulted by potential employers, and you can also choose to register as a job candidate and be registered at the employment centre in your area of residence, having access to all available services, indicated in your personal area;
- Consult job offers.

### **What documentation is required in the application?**

To find out what documentation is required, access the IEFP website.

### **Which is the employment centre in my area of residence?**

To find out which Job Centre is closest to you, access the IEFP website.

### **And if you are a deaf person, how can you access registration at the employment centre?**

IEFP, IP services have an online and face-to-face Portuguese sign language interpretation service, which is designed to create accessibility conditions for deaf people, namely, technical measures and interventions for employment and professional training, under the conditions of equality with other citizens.

### **What are the steps to take for an effective job search?**

Here are some essential points to keep in mind in your job search process:

#### **1 - Know yourself...**

You must know your values, interests, aspirations, and personality characteristics. Reflect on the possible need to update your professional knowledge and skills and in what areas.

#### **2- Know the job market**

Analyse what jobs are most offered and what requirements are most required by employers. Consult job listings daily. There are a few places and situations where you can find out about job offers:

- a) Employment Centres;

- b) UNIVA's (Active Life Insertion Units);
- c) Commercial establishments (advertisements in shop windows); companies and institutions;
- d) Student associations/vocational offices at Universities and Polytechnics; Parish Councils, etc.
- e) Newspapers (are available in public libraries, some have a website);
- f) Recruitment, selection and temporary work companies (Adecco, Manpower; Select - Vedior; Hays Selection; Stepstone, etc.);
- g) Industrial, development or technological associations;
- h) Relevant companies and business groups;
- i) Friends, acquaintances, family, former teachers, colleagues ...
- j) Internet (some useful job search sites:
  - [www.empregos.online.pt](http://www.empregos.online.pt);
  - [www.net-empregos.com](http://www.net-empregos.com);
  - [www.expressoemprego.pt](http://www.expressoemprego.pt);
  - [www.portalemprego.pt](http://www.portalemprego.pt);
  - <https://www.bep.gov.pt/>

### 3- Know job search techniques

- Create an appealing Curriculum Vitae (CV) and application letter; submit your application to the companies/institutions of interest; post your CV on Job Scholarships and/or job search sites; expand your network of contacts and monetize it; bet on your employability tools.

#### 3.1. How to elaborate a Curriculum Vitae (CV)?

The CV is a document that groups a professional's personal information together with academic background and career in the job market, in order to demonstrate qualifications, skills and abilities.

A well-presented and written CV may not guarantee a job, but it is, without a doubt, an extremely important step to achieve it, it can make the difference between an invitation to an

interview or an immediate refusal.

To elaborate a good CV, you need to gather information that demonstrates all the potentials you have to carry out the professional activities for which you are applying.

### **The CV must include:**

- **Personal information:** full name, marital status, age, full address and, mainly, your contacts.

- **Professional Experience:** In this section you must indicate your most important professional experiences. The most common way is to list them starting with the most recent. You must identify the period in which you were employed, the name of the company, the position held and the main activities.

- **Education and training:** Indicate the name and type of education or training organization, the main subjects and skills acquired;

- **Personal Skills:** indicate your mother tongue and level of language skills;

- **Communication skills:** describe your communication skills;

- **Organizational skills:** describe your organizational skills. Indicate the context in which they were acquired, for example: good leadership skills (currently responsible for a team of 10 people);

- **Technical skills:** describe your technical skills not mentioned in the previous headings. Ex. Good command in the implementation of quality control processes (currently responsible for quality audit)

- **Computer skills:** indicate your computer skills.

- **Other competencies:** describe other relevant competencies that have not been mentioned.

The Curriculum must mention all information that highlights your skills and increases the chances of obtaining an interview. Adapt your Curriculum Vitae to the job you are applying for. Try to reduce your Curriculum Vitae to two pages at most three pages, well organized and use dynamic and active language such as organizing, presiding, teaching, etc.



### 3.2. How to write a cover letter

In addition to the Curriculum, the cover letter is one of the first references that the company you are applying for has about you. Here are some instructions for writing the cover letter:

The letter must be brief and simple. Go to the right person, always put the person's name and position, or the department to which you will send the letter. Do not forget to put the subject in the header, where you clarify the purpose of your letter and, eventually, mention the reference to the advertisement. The first paragraph of the cover letter is very important. In addition to being brief and objective, it should immediately capture the attention of those who read it. Pay extra attention to the vocabulary and tone you adopt in the text. Choose a good opening sentence because the intention is to stand out among many responses. The letter must be no more than an A4 page and use good quality stationery. Unlike the curriculum vitae, which must not be signed, the letter must have your signature at the end.

A spontaneous application letter usually has the following structure:

Ricardo Silva

Boa Nova St., Nº33

4000 - 250 Porto

telephone

Mobile Phone

Email

Porto, September 18, 20159(Insert the date here)

Subject: Letter of response to advertisement (Insert information regarding the job advertisement)

Dear Mr. Carlos Gonçalves, (Insert the name and position of the person in charge of the company or insert to whom it may concern: Department of Human Resources here)

I would like to submit my application in response to your advertisement, reference XXXX (or with the date), published in the newspaper XXXX (or website), on the day (indicate the day of

the advertisement), announcing the job vacancy for (indicate the type of job/position).

I am 28 years old and I am (indicate training). I have experience / I've been doing an internship (indicate your experience briefly) and identify the related skills (indicate tasks/activities).

I consider myself a responsible person, with the ability to work in groups or alone and in an organized way. In the activities mentioned above, I showed flexibility and initiative, which you can check in more detail in my CV (attached to this letter).

I am available for an interview and I thank you for the interest that my application may deserve.

Hoping to see you soon, I subscribe with the utmost consideration.

Best regards,

Ricardo Silva

Annex: Curriculum Vitae

Note that elaborating a CV or a cover letter when you have a disability is no different than the CV or cover letter of any other professional. The only difference is if you decide to include information about your disability and this is a personal choice. There is no right or wrong, the choice is yours, based on how you see yourself, and the vacancy's activities, your reality. However, if you decide to include information about your disability, you should specify what type of disability you have (if you are hearing impaired, for example). It is also important to detail the types of devices you use and what type of infrastructure you may require. You can place the information in the personal data section of the CV or cover letter, for example:

43 North Street

High Town

Reading

RG13 2XX

2 December 2012

Mr W. Carr

Managing Director

Total Systems Ltd

St Martins Street

Slough SL12 8CC

Dear Mr Carr

I am responding to your advert in the Reading Evening Mail for the Graduate Trainee Programme in Systems Management at Total Systems Ltd. As you will see from my CV, I am about to complete a BSc in Computing and IT with the Open University. I decided to study with the OU and work at the same time after leaving school, as this would give me a degree plus valuable work experience and knowledge of the industry, which is an advantage in this sector. I have extensive experience of network management and systems maintenance from my work to date.

Additionally, I was a key member of the project team which introduced a new IT system and network to the Reading General Hospital in 2011. This involved working closely with the Project Manager and the rest of the team to install the new network hardware and software, design training sessions and materials for staff, roll out a training programme and deal with any problems or issues in the implementation of the system and network. I feel that my work on this project allied to my other skills and experience gives me a sound basis with which to apply for a trainee systems analyst position.

I wish to disclose that I have a hearing impairment which has affected me since childhood. I do wear hearing devices in both ears, which I find enable me to work efficiently with hearing colleagues and be an effective member of successful teams.

I spent my teenage years coming to terms with my disability and developing my own ways of coping and solving problems. I believe that this attitude has contributed to my positive approach to life, an attitude that I have been able to bring to my various job roles.

I am an active and outgoing person who enjoys social and keep-fit activities such as rambling and SCUBA diving. I also have a full driving licence.

I look forward to hearing from you in the near future.

Yours sincerely,

Michael Bailey

## References

Empower + Undertake = Inclusion.

Available at:

[https://www.apd.org.pt/dmdocuments/Capacitar+\\_Empreender\\_\\_Inclus%C3%A3o\\_final.pdf](https://www.apd.org.pt/dmdocuments/Capacitar+_Empreender__Inclus%C3%A3o_final.pdf)

Practical Guide. The Rights of People with Disabilities in Portugal.

Available at:

<https://www.portugal.gov.pt/pt/gc21/comunicacao/documento?i=guia-pratico-os-direitos-das-pessoas-com-deficiencia-em-portugal>



Epralima - Escola Profissional do Alto Lima, C.I.P.R.L.



CESUR - Centro Superior de Formação Europa Sur



Unione Italiana Lotta alla Distro a Muscolare  
Sezione di Saviano



DAFNI KEK



E-Seniors



MUNI - Masaryk University



Co-funded by the  
Erasmus+ Programme  
of the European Union

“The support of the European Commission in the production of this publication does not constitute an endorsement of the content, it only reflects the views of the authors, and the Commission cannot be held responsible for any use that may be made of the information contained therein.”