

WELCOME

स्वागत छ

Olá!



欢迎

I AM NEW TO LISBON

HOW DO I GET STARTED?

A BRIEF GUIDE TO YOUR FIRST STEPS HERE
(IN PORTUGUESE LANGUAGE)

स्वागत

BEM-VINDOS

स्वागत हे

Breve guia de apoio à navegação pelas ofertas da cidade de Lisboa, oferecendo também suporte linguístico, em língua portuguesa, para uma comunicação simples e numa perspetiva funcional. Com este guia, pretende-se facilitar a integração de pessoas recém-chegadas, nomeadamente, no que diz respeito ao acesso a serviços de transportes, saúde, educação e empregabilidade, entre outros.

This short guide to 'navigate' through the city aims at supporting people who have recently arrived to Lisbon. It offers brief inputs to support simple communication, from a functional perspective, on a variety of themes. Its ultimate goal is to foster social cohesion, through facilitating access of information on services – namely public transport, education, health, etc.

Promotores/Promoters



Parceiros / Partners



Ficha Técnica

Autoria: Fundação Aga Khan Portugal – Teresa Casas-Novas

ISBN: 978-989-54581-0-3

Depósito legal: 462723/19

Tiragem: 2000

Edição: Outubro, 2019

Design e Produção

A Cor Laranja | Projetos Gráficos

This is a brief language guide to help you get started. The chosen themes may be of support for settling in Portugal, and for first contacts in Portuguese language.

You will find useful expressions and vocabulary in Portuguese and in English for each theme. There is a space where you can translate those into your own language, like so:



Bom dia!
Good Morning!



For each theme you will find a vocabulary box, common and useful sentences for oral communication and information on the government, offices, services provided, etc.

Vocabulary

Sentences
for oral
communication

Information on
the government
offices, services
provided, etc.

1

Olá! Hello! Salut!



2

Getting Around



3

Find a School
for your Child



4

Find an (adult)
Education Service



5

Healthcare



6

Services
and Utilities



7

Documentation
and Legal Status



8

Jobs and
Occupation



9

Adeus! Goodbye!



1 Olá! 🙌



Bom dia!
Good morning!



Boa tarde!
Good afternoon!



Boa noite!
Good night!



Adeus!
Goodbye!



Até logo!
See you later!



Até amanhã!
See you tomorrow!



Sim = Yes



Não = No

Olá! Como se chama?
Hello! What's your name?

🖋️ _____

Chamo-me...
My name is...

🖋️ _____

De onde é? Qual é a sua nacionalidade?
Where are you from? What's your nationality?

🖋️ _____

(If you are a man)

Sou chinês/indiano/nepalês.
I'm chinese/indian/nepalese.

🖋️ _____

(If you are a woman)

Sou chinesa/indiana/nepalesa.
I'm chinese/indian/nepalese.



Agora vivo em Portugal.
I now live in Portugal.

🖋️ _____



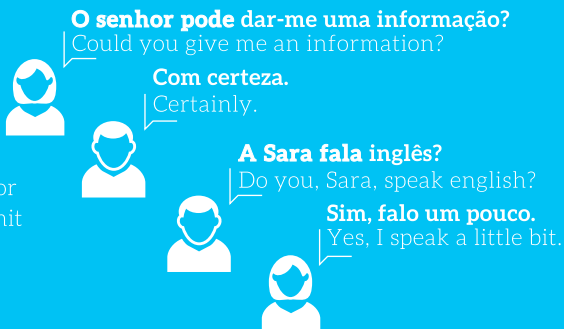
Muito Prazer!
Nice to meet you!

🖋️ _____

In Portuguese, when we speak to someone, we address the person formally or informally:

Formal Interactions

When speaking to a stranger, a neighbour, an elderly person or to your boss, we use the verb in the 3rd person singular (**você fala**). We call the other person by "**A senhora**" (Mrs) or "**O senhor**" (Mr.) (more formal) or we simply omit the pronoun "**você**". We may use the person's name, it is less formal, but still formal.



Informal Interactions

When speaking to family, friends or children we use the verb in the 2nd person singular and the pronoun "**tu**". Normally, we also omit the pronoun "**tu**".



Obrigado/obrigada
Thank you



De nada
You are welcome



Desculpe
Sorry/Excuse me



Com licença
Excuse me



Se faz favor
Please



Por favor
Please





Preciso de ajuda. Pode ajudar-me, por favor?
I need help. Can you help me, please?



Não falo Português.
I don't speak Portuguese.



Fala Inglês ou Francês?
Do you speak English or French?



Não entendi./não percebi.
I didn't understand.



Pode repetir, por favor?
Could you repeat, please?



Pode falar mais devagar?
Could you speak slower?



2 Getting Around



Andar a pé.
Walking./go by foot.





Andar de metro/autocarro/barco.
Go by metro/bus/boat.





Apanhar o metro/autocarro/barco.
Take the metro/bus/boat.



Quero ir para o Marquês de Pombal.
I would like to go to Marquês de Pombal.



Como vou para o Marquês de Pombal?
How do I get to Marquês de Pombal?





Tem de apanhar o autocarro 760 ou a linha azul do metro.
You must take bus 760 or the blue line at the metro.



Onde fica a Avenida Almirante Reis?
Where is Avenida Almirante Reis?



Onde fica o elevador?
Where is the lift?



Transport companies operating in Lisbon



Carris
The company that runs buses, trams and funiculars.



Metro de Lisboa
The company that manages the 4 Lisbon metro lines.



CP
The company that manages trains in Portugal and the 4 suburban train lines.



Transtejo and Soflusa
The companies that manage the boats and ferries making the sea connection between Lisbon and the suburban cities located on the other side of the Tagus River.

Linhas/Lines

Verde
GreenAzul
Blue

Amarela Yellow

Vermelha
Red

You can pay for single tickets on the bus, metro or train stations. You can also choose to buy a monthly pass by filling in an application form at main metro stations such as **Cais do Sodré**, **Campo Grande** or **Marquês de Pombal**.





Onde mora?
Where do you live?





Moro na Amadora na Rua dos Anjos.
I live in Amadora on Rua dos Anjos.





A Amadora fica longe do centro de Lisboa, tem de apanhar o metro ou o comboio.
Amadora is far away from the center, you need to take the metro or the train.





Onde posso comprar o bilhete?
Where can I buy the ticket?





Quanto custa o bilhete?
How much is the ticket?



3

Find a School for your Child



Escola
School



Turma
Class



Matrícula
Enrolment



Calendário escolar
School Calendar



Agrupamento de escolas
School cluster



Inscrição
Registration



Horário
Schedule



Ano lectivo
School Year



Férias
Holidays



Refeições
Meals



Manuais escolares
Course Books/textbooks



Disciplinas
Subject areas



Mochila
Backpack



Área de residência
Area of residence



Aluno/Aluna
Male student/female student



Encarregado de educação
Legal tutor



Whatever their legal situation in the host country, or their parents' legal status, all children between the ages of 6 and 18 have full access to formal education. There will be at least one public school somewhere in your catchment area in the city, to enroll your child.

CRECHE	Early Years Provision "Creche"	From 4 months old to 3 years old			Not compulsory
EDUCAÇÃO PRÉ-ESCOLAR	Preschool "Educação Pré-escolar"	From 3 to 6 years of age			
EDUCAÇÃO ESCOLAR	Primary School "1º Ciclo do Ensino Básico / 1º CEB"	4 school years	1º ano, 2º ano, 3º ano, 4º ano	6 to 10 years old	Compulsory
	Lower Middle School "2º Ciclo do Ensino Básico / 2º CEB"	2 school years	5º ano, 6º ano	10 to 12 years old	
	Upper Middle School "3º Ciclo do Ensino Básico"	3 school years	7º ano, 8º ano, 9º ano	Approx. 12 to 15 years old	
	Secondary School "Ensino Secundário"	3 school years	10º ano, 11ºano, 12º ano	Approx. 15 to 18 years old	
EDUCAÇÃO EXTRAESCOLAR	University or Polytechnic "Ensino Superior"	3 years minimum	From 18 years old onwards		Not compulsory

Documents required for school registration

The child's ID card or birth certificate, passport, Residence Permit or National Minors Registry;
Application form (This document is provided by the school);
Vaccination Records (Boletim de Vacinas) and Health centre registration (the school can help you with this).

List of school clusters in Lisbon

www.dgeste.mec.pt/index.php/pesquisa-de-agrupamentos/

Each cluster has at least one Primary and one Middle school.



Queria inscrever o meu filho/filha nesta escola.

I would like to enrol my child in this school.



Em que ano devo inscrever o meu filho?

What school year should I register my child for?



4

Find An (Adult) Education Service



Habilitações
Qualifications

i _____

Equivalência
Validation of your
education in another country

i _____

Cursos à noite
Evening classes

i _____

Seminários
Seminars

i _____

Conferências
Conferences

i _____

Formação
Training

i _____

Educação superior

Higher education



Escola Profissional

Vocational School



Cursos de adulto

Adult learning courses



Centro de Formação

Training Centre/Adult Learning Centre



Obtaining validation of your qualifications in Portugal

If you are pursuing getting qualified, continuing your studies, or transitioning to the local job market, you will need to validate your qualifications/degree/previous studies:

<https://www.acm.gov.pt/-/quepercursos-formativos-estaodisponiveis-para-adulto-1>

PPT – Portuguese Certificate Courses

In order to request citizenship or apply for permanent residence you will need to learn Portuguese language (level A1/A2 of the European Language Framework) and complete a 150 hours certified Portuguese language course (**PPT – Português Para todos**). These are Government supported Portuguese language courses for Adults. For further information, please consult:

<https://www.acm.gov.pt/-/programa-ppt-portugues-para-todos>

5 Healthcare



SNS - Serviço Nacional de Saúde
National Health Service

Linha Saúde 24 is a telephone and online service promoted by the Portuguese National Health Service. It offers information and advice for anyone experiencing pain or health issues you may need help in identifying and understanding. It also helps to approach minor health-related problems without having to go to your primary healthcare unit or hospital. The telephone services are also available in English and they are free of charge. Dial **808 24 24 24** and choose option 9. The line is available 7 days per week, 24 hours per day (clinical services).

Consentimento Informado. You may be asked to sign a consent form in Portuguese to allow specific medical procedures the doctor may recommend.

Baixa Médica is an official sick leave mechanism, occurring when a doctor signs you off work. You will need to keep the signed document for your employer or for tax purposes.

Farmácia de serviço. Pharmacies which are open overnight. You can usually read which is the **"Farmácia de serviço"** on a given bank holiday/night from a poster at the door of your local pharmacy.

Emergency number in Portugal **112**.

Número de Utente
National Health Service Number

The National Health Service Number proves the identity of its holder to the institutions and services that form part of the NHS in Portugal. You will need to have this document to request health care and treatment, tests or additional diagnostics and therapies, prescriptions and medication. To enrol at a Health Care Unit in your area of residence you need a National Health Service Number (Número de Utente). Because of the limited number of doctors available, you may not be able to choose between being assisted by a female or male doctor. To have a national health service number you need to have a residency permit (see "Documentation and Legal Status").

Note: In some particular situations any migrant (regardless his legal status) has the right to access de NHS in the same conditions as any national patient. In this situations you don't need to have national health service number:

- Urgent and vital care
- Communicable diseases
- Maternal and reproductive health care
- Health care provided to minors
- Vaccination, according to the National Vaccination Plan (PNV) in force

Enfermeiro/enfermeira
(male/female) Nurse

Médico/médica
(male/female) Doctor

Utente
Patient







Consulta
Doctor's appointment

Marcação
Booking an appointment

Sala de espera
Waiting room







Centro de Saúde
Health Center

Farmácia
Chemist/pharmacy

Prescrição/receita
Prescription







Urgências
Emergency services

Ambulância
Ambulance

Sintomas
Symptoms







Dor de cabeça
Headache

 _____

Dor de garganta
Sore throat

 _____

Dor de corpo
Body aches

 _____

Tosse
Cough

 _____

Febre
Fever

 _____

Dificuldade a respirar
Breathing difficulties

 _____

Medicamento
Medication

 _____

Pomada/creme
Ointment/creme

 _____

Injeção
Injection

 _____

Xarope
Syrup

 _____

Comprimido
Pill

 _____

Supositório
Suppository

 _____



Estou doente.

I'm sick/I'm feeling ill.



Preciso de ir ao médico.

I need to go to the doctor.



Queria marcar uma consulta.

I would like to book a
doctor's appointment.



Posso falar com o senhor doutor?

May I speak to the doctor?



Onde fica o hospital/centro de saúde?

Where is the hospital/health center?



Onde fica a farmácia mais próxima?

Where is the closest chemist/pharmacy?





Estou constipado.

I have a cold.



Tenho febre.

I have a fever.



Tenho dor de cabeça.

I have a headache.



Como se toma o medicamento?

How should I take the medication?



Quantas vezes posso tomar?

How regularly can I take the medication?



Deve tomar o medicamento três vezes por dia depois das refeições.

You should take the medication three times a day, after meals.



6

Services and Utilities



Outdoors

Cidadão
Citizen



Direitos e deveres
Duties and rights



Segurança Social
Social Security



Impostos
Taxes



Abono de família
Family allowance/
child benefit



Câmara Municipal
Municipality



Junta de Freguesia
Local Borough



Registo Civil
Civil registration



Embaixada
Embassy



Consulado
Consulate



Bombeiros
Firefighters



Polícia
Police



Home Related

Despesas
Expenses



Conta da água
Water bill



Conta da luz
Electricity bill



Conta do gás
Gas bill



**Onde posso tratar do abono de família?**

Where can I apply to child/benefit family allowance?

Na Segurança Social.

At Social Security.

**Onde posso tratar da água, luz e gás?**

Where can I arrange basic utilities? (water, gas, electricity)

Numa Loja do Cidadão.

At Loja do Cidadão.

**Onde posso pedir o Número de Contribuinte (NIF)?**

Where can I request the Tax ID Number?

Nas finanças.

At a Tax Office.



Finanças is the Portuguese institution responsible for everything related to taxes.

Beyond providing information and registering paperwork on tax issues, it also provides – upon request – your **Número de Contribuinte** or **NIF** (taxpayer number) – which any worker in Portugal needs as an I.D. number to record taxes paid and rights.



Segurança Social is the Portuguese institution responsible to promote welfare and social cohesion for all Portuguese or foreign citizens who

work or have residence on the territory. Is in this institution where you can deal with work contributions, pensions, child support, etc. You may apply for the **NISS (Número de Identificação da Segurança Social)**.

Loja do Cidadão

(literally means “Citizen shop”) is a space that gathers all services and utilities a citizen may need, all in the same place. Examples are institutional services, such as Tax office – “**Finanças**” – and Social Welfare – “**Segurança Social**”, Portuguese providers for utilities such as private gas, electricity and water. In the city of Lisbon there are currently three Citizen Shops (Laranjeiras, Marvila and Picoas) and they are open Monday to Friday from 9 a.m. to 7 p.m. and on Saturdays from 9 a.m. to 1 p.m..

PSP - Polícia de Segurança Pública

(Public Security Police) deals with crime (e.g. if you get robbed, assaulted, etc.)

Junta de Freguesia

(Local Borough) is a subdivision of each municipality (**Câmara Municipal de Lisboa**) where you can obtain information or documentation regarding your area of residency.

CNAIM

is the National Support Centre for Integration of Migrant in Lisbon (and Faro) enabling integration processes of migrants in Portugal.

CNAIM

Telephone Translation Service (STT)

Enables booking telephone conferences between the member of staff of an institution or government office, a translator and a service user whom cannot speak Portuguese, in order to aid with the consult or appointment. The service is available free of charge (the customer only pays for the phone call) every working day between 9 a.m. and 7 p.m., through the Migrant Support Line.

Contacts and Location

CNAIM Lisbon

Rua Álvaro Coutinho 14, 1150-025 Lisbon
i.acidi.gov.pt

SOS Migrant phoneline

808 257 257

(calls from landline, at the same cost as a local call)

+351 21 810 61 91

(calls from mobile phone or from abroad)

Getting there

By **Metro**, Green line to “**Anjos**” or “**Intendente**” stations; By **Carris** Bus, numbers 712, 730, 760, 708 all stop close by.

7 Documentation and Legal Status



Documento de Identificação
I.D./Identity Document



Passaporte
Passport



Título de residência
Residence permit



Cartão de Cidadão (CC)
Portuguese national
Identity Card



Certidão de nascimento
Birth certificate



Certidão de casamento
Marriage certificate



Visto
Visa



Comprovativo de baixa médica
Sick leave letter



Contrato de trabalho
Job contract



Renovar
Renew

Agendamento
Scheduling

Comparecer
Attend

Prestar esclarecimentos
Provide additional
information

Tratar dos papéis
This is an informal term (slang)
used when going through
processes to obtain legal or
bureaucratic documents

Comprovar
Provide proof



The Foreigners and Borders Service (SEF) is where you can apply for documentation concerning your legal residency in Portugal: residence permit, visas, renewing ID documents, etc. You can schedule an appointment by calling SEF call center on working days from 9 a.m. to 5:30 p.m..

SEF Call Center
Landline 808 202 653
Mobile 808 962 690



Onde posso renovar os meus documentos?
Where can I renew my documents?





Deve trazer os seus documentos.
Bring your documents.





Tenho marcação no SEF, no dia 5 de maio de 2019, às 14h30.
I have an appointment at SEF for 5th May 2019 at 2:30p.m.





Deve comparecer no SEF, no dia 5 de maio de 2019, às 14:30, para prestar esclarecimentos.
You need to appear in SEF on 5th May 2019 at 14:30 to provide additional information.



SEF Entry Declaration Form

Apelido | Surname _____

Nomes próprios | Given names _____

Nacionalidade | Nationality _____ **Género** | Gender **S** ☐ **M** ☐

Data de nascimento | Birth date _____

Passaporte | Passport ☐ **Bilhete de identidade** | Identity card ☐

Outro | Other ☐ _____

No. _____ **Validade** | Expiry date _____

Autoridade Emissora | Issuing Authority _____

Familiares | Dependents

Cônjuge | Spouse _____

ID No. _____

Filhos | Children _____

ID No. _____

ID No. _____

ID No. _____

ID No. _____

ID No. _____

Declara | Declares

Data de entrada em Portugal | Date of entry _____

País de proveniência | Country of origin _____

País de residência | Country of residence _____

Duração da estadia em Portugal | Length of stay _____ **Dias** | Days

Morada de contacto em Portugal | Address in Portugal

Telemóvel | Mobile phone _____

8 Jobs and Occupation



Remuneração

Payment/
compensation

 _____

Salário/ordenado

Salary

 _____

Trabalho

Job

 _____

Emprego

Employment

 _____

**Anúncio
de emprego**

Job offer

 _____

Contrato

Contract

 _____

Currículo

CV

 _____

Qualificações

Qualifications

 _____

Entrevista

Interview

 _____

Folga

Day off

 _____

Formação

Training

 _____

Oferta formativa

Training offer

 _____

Férias

Holidays

 _____

Experiência profissional

Work experience

 _____

Estou desempregado.
I'm unemployed.



Procuo trabalho temporário.
I'm looking for temporary work.



Procuo trabalho permanente.
I'm looking for permanent work.



Preciso fazer um CV.
I need to write a CV.



Qual é a sua experiência profissional?
What's your work experience?



Tenho uma ideia de negócio.
I have a business idea.

Quem me pode ajudar a realizar?
Where can I find support?



Qual o salário/ordenado mensal?
What's the montly salary?





IEFP - Institute for Employment and Professional Training

Implements employment and vocational training policies, as defined and approved by the Government. At IEPF office or website, you can find out about job and training offers available, including the certificated Portuguese for All (PPT) courses.

9 Adeus! Goodbye! 🖐️

Adeus
Bye bye

✎ _____

Obrigado/obrigada
Thank you

✎ _____


Beijinhos
Kisses

✎ _____


Abraço
Hug

✎ _____

Agradeço a disponibilidade
Many thanks for your availability

✎ _____

Cumprimentos
Regards

✎ _____

Com os melhores cumprimentos
Best regards

✎ _____

Bem-vindo a Portugal!

Welcome to Portugal!

Promotores/Promoters



Parceiros/Partners



Notes



Notes



Para mais informações

Entidade: CEPAC

Morada: Rua de Santo Amaro 43,
1200 - 801 Lisboa

Telefone: 213 973 030

Email: geral@cepac.pt

Endereço Web: www.cepac.pt

Fundação Aga Khan Portugal, Outubro de 2019

As informações deste material podem ser reproduzidas,
mediante comunicação à Fundação Aga Khan Portugal, AKDN
akfportugal@akdn.org

