

# Ageing Portugal Recommendations



SUPPORT



The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry should be supported by a valid receipt or invoice. This not only helps in tracking expenses but also ensures compliance with tax regulations.

In the second section, the author provides a detailed breakdown of the company's revenue streams. This includes sales from various product lines and services. The analysis shows that while some areas are performing well, others need more attention to improve profitability.

The third section focuses on the company's financial health. It includes a balance sheet and a profit and loss statement. The data indicates that the company is in a stable financial position, with a strong cash flow and manageable debt levels.

Finally, the document concludes with a series of recommendations for future growth. These include expanding into new markets, investing in research and development, and strengthening the company's financial controls. The author believes that by following these strategies, the company can achieve long-term success.

# Ageing Portugal<sup>1</sup>

## Recommendations

Although we live in an increasingly ageing society, there is still a predominantly negative view of ageing – both of the ageing population and of older persons. Such a view holds stereotypes about older people, who are often seen by society as fragile, sick and dependent people. In turn, the entire population group to which these people belong is viewed by the younger sections of the population - the working population - as an economic and social burden that weighs on the pockets of the state and takes away their opportunities for growth and prosperity.

However, one of the greatest signs of prosperity is indeed the increase in average life expectancy. This is one of the factors that has contributed precisely to the ageing population, which many label as one of the greatest problems of our time or, as few others in a more positive note, the greatest challenge facing Western societies.

If in 1961 for every 100 young people there were 27 older people in Portugal and if in 2018, only 57 years later, this number rose to 157<sup>2</sup>, then we live in a society in which technological, medical, social and other advances have allowed the population to live longer, although this does not necessarily mean living better.

Such negative perceptions of ageing and the stereotypes associated with older people necessarily lead to disrespect for their rights, exclusion and marginalisation of those in vulnerable situations, and often to crime and violence.

Being aware that violence against older people is both a growing and invisible phenomenon and that it is absolutely necessary to reverse that negative view of older people, the Portuguese Association for Victim Support (APAV), with the support of the Calouste Gulbenkian Foundation, proposed to do what the Portuguese National Ethics Council for Life Sciences<sup>3</sup> called the necessary “ethical and humanist reflection, which identifies the challenges and indicates the ethical principles guiding the actions of the State, local institutional care, families and carers”<sup>4</sup>.

This reflection, set out in the Ageing Portugal Report, was based on a selection of topics directly related to violence against older people and also on other relevant issues, even if not directly related to that phenomenon, because it is understood that violence against older people, or at least part of it, is a manifestation of the widespread negative perception and constant violation of the autonomy of older people.

After selecting these topics, more than 80 professionals were interviewed and almost 40 older people were consulted, as well as informal carers or relatives who provide care to older people. In addition to these consultations, an extensive and in-depth literature review was carried out by APAV for about one year. All this resulted in a Report that presents the conclusions and recommendations made within the Ageing Portugal project – these are presented in an easy-to-understand format and from an interdisciplinary (rather than just multidisciplinary) point of view.

After this in-depth reflection, APAV adopted a List of 30 recommendations, addressed to a range of public and private entities with the aim of contributing to the reflection on legislation, public policies and practices in Portugal on the rights of older people.

APAV argues that it is absolutely necessary to **adopt a human rights perspective** that cuts across all sectors of state and society, based on the principle of participation and empowerment of individuals, including older people, and communities, building their capacity to exercise and claim their rights. In this necessary paradigm shift, older people are no longer passive subjects, people in need of help and protection, rather they are seen as human beings with rights.

It is essential to **deconstruct the persisting myths** about ageing by decoupling ideas of ageing, illness and social burdens, and to give older people more equal participation and fairer visibility.

<sup>1</sup> *Portugal Mais Velho* is the original Portuguese title.

<sup>2</sup> PORDATA, Ageing Indicators (Indicadores de Envelhecimento), Ageing Index (*Índice de Envelhecimento*) 2018 <https://www.pordata.pt/Portugal/Indicadores+de+ageing-526> (accessed 26-02-2020)

<sup>3</sup> In the original: *Conselho Nacional de Ética*

<sup>4</sup> National Ethics Council for Life Sciences (*Conselho Nacional de Ética para as Ciências da Vida*), “Parecer 80/CNECV/2014 sobre as vulnerabilidades das pessoas idosas, em especial das que residem em instituições” (2014) [https://www.cnecv.pt/admin/files/data/docs/1413212959\\_Parecer%2080%20CNECV%202014%20Aprovado%20FINAL.pdf](https://www.cnecv.pt/admin/files/data/docs/1413212959_Parecer%2080%20CNECV%202014%20Aprovado%20FINAL.pdf) (accessed on 27-02-2020)

There is an urgent need to **produce and disseminate more information** about violence against older people, especially on those dimensions and types of violence that are even more invisible than the phenomenon as a whole, e.g. institutional violence, economic-financial violence or sexual violence.

Although there are no official and specific statistics to confirm it, the widespread perception that the number of cases of abandoned older people, including in health institutions, is extremely high, increases social concern, and there is an urgent need to **understand the causes** and incidence of situations of **abandoned older people**.

**Older people who are victims of crime** should be given greater legal protection, for example by broadening the concept of cohabitation in Article 152(1)(d) (Domestic Violence) of the Portuguese Penal Code, while procedures and support services for them are improved, and there is a particular need to **assess and improve the conditions of shelters**.

In order to prevent violence but also to **respond to the needs** that may result from situations of vulnerability presented by some people, including older people, it is necessary to create local structures that are adequately prepared. The creation of the **Commissions for Adults in a Vulnerable Situation** to promote and protect the rights of adults who are unable to exercise them effectively, regardless of their age, could be an effective response to those needs. Ideally, once the competences of these structures have been settled, their scope should be broadened in order to promote and protect the rights of all persons, adults or otherwise within an integration perspective.

It is essential to **promote the training, supervision and support of all professionals** who work with older people, in order to develop their capacity to provide the most appropriate care and dignified and respectful treatment of those people.

Precedence should be given to the **promotion of lifelong learning**, investment in **intergenerational solutions** and the proper **integration of human rights principles** and values such as empathy and respect for others **in the education and training of all people**, especially children and young people.

This reflection, on which these and other recommendations are based and developed, aims to present to the public and, in particular, to professionals in the most diverse areas, a support tool that will allow them not only to deepen their knowledge but also to have contact with good practices and, above all, to get to know and rethink the national reality in the area of ageing and violence against older people.

Only from this knowledge and from the profound re-evaluation of how we face ageing - individually and collectively - and treat older people can **real change and the construction of a society where rights are not age determined** happen.

#	RECOMMENDATIONS	FOR WHOM?
1	<p><b>Adopt a human rights perspective</b> across several areas of state intervention. This means integrating the principles of the international human rights system into laws, policies and state programmes, based on the promotion of citizens' rights rather than on the protection of people with certain needs.</p> <p>Adopting a human rights perspective in the design of public policies also implies considering the impact they will have on the older population and, in particular, listening to older people about those policies that most directly concerned them.</p>	<p>Minister of State and the Presidency<sup>5</sup> Ombudsman's Office<sup>6</sup> Commission for Citizenship and Gender Equality (CIG)<sup>7</sup> Commission for Social and Family Policies of the National Council for Solidarity, Volunteering, Family, Rehabilitation and Social Security Policies<sup>8</sup></p>
2	<p><b>Promote a positive view of older people</b> through visibility and capacity-building.</p> <p><b>Visibility:</b> promoting and standardising the discourse on older people, as they represent more than half of the population. To present more realistic images in order to combat the current double-sided portrait of older people as either needy people or as extremely active people.</p> <p><b>Capacity building:</b> develop older people's capacity to know and exercise their rights through:</p> <ul style="list-style-type: none"> <li>• Dissemination of information through accessible and appropriate channels;</li> <li>• Strengthening community networks, i.e. creating safe spaces for sharing, mutual aid and cooperation;</li> <li>• Promote health education and the participation of older people in decision-making about their health;</li> <li>• Stimulate safe access and use of new technologies by older people.</li> </ul>	<p>Minister of State and the Presidency<sup>9</sup> Ministry of Science, Technology and Higher Education<sup>10</sup> Ombudsman's Office<sup>11</sup> Commission for Citizenship and Gender Equality (CIG)<sup>12</sup> Directorate-General for Health<sup>13</sup> Commission for Social and Family Policies of the National Council for Solidarity, Volunteering, Family, Rehabilitation and Social Security Policies<sup>14</sup> National Association of Municipalities<sup>15</sup> National Association of Civil Parishes<sup>16</sup></p>
3	<p><b>Mainstreaming of the concept of active and healthy ageing:</b> according to the World Health Organisation (WHO), public policies central objective should be the promotion of the functional capacity of individuals.</p> <p>To do this, it is important to distance ourselves from a limited view of the concept of active and healthy ageing, and to understand that functional capacity depends both on the intrinsic capacities of individuals and on the environments in which they live.</p> <p>Active and healthy ageing allows citizens to prepare for ageing throughout their lives, allowing older people to remain autonomous for longer, socially active and participatory. However, the ageing process will always result in changes in our health and loss of physical and cognitive abilities. This does not necessarily mean a total loss of autonomy, as long as the environments in which the individual lives are prepared, taking into account the characteristics of each individual, to promote their autonomy.</p> <p>It is then up to states to set up the appropriate political, legal and social structures to create environments that foster active and healthy ageing.</p> <p>In Portugal, the starting point will inevitably be the <b>updating and entry into force of the National Strategy for Active and Healthy Ageing 2017-2025</b>, which, although it was drawn up by the Interministerial Working Group and subject to public consultation in 2017, is still not being implemented.</p>	<p>Ministry of Health<sup>17</sup> Ministry of Finance<sup>18</sup> Ministry of Labour, Solidarity and Social Security<sup>19</sup> Ministry of Education<sup>20</sup> Minister of State, Economic Affairs and the Digital Transition<sup>21</sup> Ministry of Justice<sup>22</sup> Minister of Planning<sup>23</sup> Ombudsman's Office<sup>24</sup> Secretary of State for Social Security<sup>25</sup> Secretary of State for Mobility<sup>26</sup> Directorate-General for Health<sup>27</sup> Commission for Social and Family Policies of the National Council for Solidarity, Volunteering, Family, Rehabilitation and Social Security Policies<sup>28</sup> Academy/Research Centres</p>
4	<p><b>Conduct a study on the impact of the ageing population on the State accounts</b>, similar to the study conducted in 2003 by the High Commission for Migration on immigrants. A study to understand the so-called silver or longevity economy and other ways in which older people actively contribute to the economy (such as the value of volunteering and family support) would help to understand that the allocation of resources to public policies focused on the older population is an investment and would allow the quantification of their returns, certainly contributing to a more positive view of older people and ageing.</p>	<p>Minister of State and the Presidency<sup>29</sup> Commission for Citizenship and Gender Equality (CIG)<sup>30</sup> Ministry of Finance<sup>31</sup> Minister of State, Economic Affairs and the Digital Transition<sup>32</sup> Ministry of Labour, Solidarity and Social Security<sup>33</sup> Deputy State Secretary for Economic Affairs<sup>34</sup></p>

		Secretary of State for Social Security <sup>35</sup> Strategy and Studies Office (GEE) <sup>36</sup> Strategy and Planning Office (GEP) of the Ministry of Labour, Solidarity and Social Security <sup>37</sup> Academy
5	<p>To provide a <b>continuously updated overview</b> of violence against older people in Portugal, following from the research efforts already carried out and promoting longitudinal studies with significant samples covering the whole national territory.</p> <p>In particular, to develop knowledge about sexual violence against older people and violence perpetrated by formal or professional carers, as there is less data on these issues.</p>	Minister of State and the Presidency <sup>38</sup> Ministry of Justice <sup>39</sup> Directorate-General for Justice Policy <sup>40</sup> Ombudsman's Office <sup>41</sup> Commission for Citizenship and Gender Equality (CIG) <sup>42</sup> Statistics Portugal <sup>43</sup> Academy/Research Centres
6	<p>Provide <b>disaggregated data on the victimisation of older people in the Crime and Justice statistics</b>. Although the true extent of the phenomenon is unknown due to the unknown cases of crime, the lack of disaggregated data does not even allow to know those who reach the judicial authorities, and this is necessary to optimise criminal policy.</p>	Ministry of Justice <sup>44</sup> Directorate-General for Justice Policy <sup>45</sup>
7	<p>Raise awareness of society on the consequences of violence against older people, at individual, family, community and social levels. The use of the economic argument is often effective in triggering new public policies and social movements to prevent phenomena such as violence. Thus, further study and <b>quantification of the costs</b> of violence against older people to individuals, families and the state (through the estimation of health care, social security and justice costs) may contribute to the global awareness of the effective impact of violence against older people. On the other hand, quantifying the costs of violence may serve as an incentive to invest in its prevention and in the training of professionals, and it may then be possible to demonstrate the returns of such investment.</p>	Ministry of Health <sup>46</sup> Minister of State, Economic Affairs and the Digital Transition <sup>47</sup> Ministry of Labour, Solidarity and Social Security <sup>48</sup> Ministry of Finance <sup>49</sup> Deputy State Secretary for Economic Affairs <sup>50</sup> Secretary of State for Social Security <sup>51</sup> Directorate General for Social Security <sup>52</sup> Directorate-General for Health <sup>53</sup> Academy/Research Centres
8	<p>To understand and <b>combat the invisibility of institutional violence</b> through:</p> <ul style="list-style-type: none"> <li>• Dissemination of information on what constitutes institutional violence;</li> <li>• Encourage the reporting of this type of violence;</li> <li>• Develop research on its incidence and associated risk factors.</li> </ul>	Ministry of Justice <sup>54</sup> Ministry of Home Affairs <sup>55</sup> Civil Society Organisations Residences for older people <sup>56</sup> Academy/Research Centres
9	<p><b>Improve the monitoring procedures</b> of the institutions that host or support older people. This monitoring should go far beyond bureaucratic aspects (such as the height of fire extinguishers, for example), seeking to ascertain whether institutionalised older people are treated with dignity or are victims of violence or at risk of being victims, and whether this is perpetrated by the staff or imposed by the conditions and rules of the institution.</p>	Secretary of State for Social Security <sup>57</sup> Social Security Institute <sup>58</sup>
10	<p><b>Understand the protective factors</b> that can decrease an older person's vulnerability to victimisation.</p> <p>Prevention of, and intervention in, cases of violence against older people will be more effective if these factors are taken into account when defining safety strategies for older people who are victims of crime.</p>	Academy/Research Centres
11	<p><b>Understand the causes and incidence of abandonment of older people in hospitals</b> through systematic data collection, namely how many people are abandoned in health facilities, by whom and why are they abandoned. Once this phenomenon is better understood, it will be possible to assess and implement solutions to combat it.</p>	Ministry of Health <sup>59</sup> Directorate-General for Health <sup>60</sup> Statistics Portugal <sup>61</sup> Academy/Research Centres
12	<p>Giving greater protection to older people who are victims of crime perpetrated in a domestic context by <b>broadening the concept of cohabitation</b> in Article 152(1)(d) of the Penal Code. The</p>	Ministry of Justice <sup>62</sup> Attorney General's Office <sup>63</sup>

	<p>current wording of this paragraph requires cohabitation between the offender and the particularly defenceless victim on grounds of age. Since in many cases of violence against older people the aggressor does not live with the victim (e.g. son/daughter who has their own home), some violent behaviour is not qualified as domestic violence in the light of the cohabitation criterion. In order to deal with these quite frequent situations, cohabitation should be considered when the perpetrator visits the victim's home so frequently and for such periods of time that it is reasonable to consider them as a member of the victim's home, even if they do not live there.</p>	<p>Judicial magistrates Public Prosecutors' Magistrates Academy/Research Centres</p>
13	<p>Promote the <b>adoption of more appropriate terms</b> with regard to carers:</p> <ul style="list-style-type: none"> <li>• <b>Professional carer</b> rather than formal carer - the term "professional" emphasises academic and professional preparation for care, thus reflecting the academic and technical qualifications required to provide certain types of care, as well as the practice of a profession governed by ethical rules, transparent procedures and quality standards;</li> <li>• <b>Family carer</b> rather than informal carer - the term informal carer in relation to the term formal carer seems to refer to a secondary or inferior position. In turn, the term "family" refers to a context of greater proximity and affection, where there is no professional ground. It should be clarified, however, that the term family carer does not only include the relatives of the person being cared for but also neighbours or friends who assume the role of carer.</li> </ul>	<p>Social Security Institute<sup>64</sup> Directorate-General for Health<sup>65</sup> Academy/Research Centres</p>
14	<p><b>Promote the training of health and social professionals</b> to ensure adequate care of older people, through the re-evaluation of university curricula of courses such as Medicine, Nursing, Psychology and Social Work, as well as of carers' training courses (such as healthcare and care assistants). It is important that such curricula include mandatory courses on ageing and gerontological intervention.</p> <p>This training should also <b>include specific content on crime and violence</b>, in particular the risk factors of violence against older people, and how to prevent it and intervene in these situations.</p>	<p>Ministry of Health<sup>66</sup> Ministry of Labour, Solidarity and Social Security<sup>67</sup> Ministry of Education<sup>68</sup> Ministry of Science, Technology and Higher Education<sup>69</sup> Agency for Assessment and Accreditation of Higher Education - A3ES<sup>70</sup> Directorate-General for Education (DGE)<sup>71</sup> Directorate-General for Higher Education (DGES)<sup>72</sup> Directorate-General for Labour and Work Relations (DGERT)<sup>73</sup></p>
15	<p><b>Develop a national strategy for the training of informal or family carers.</b> The lack of training is indicated as one of the greatest difficulties in the provision of care by informal or family carers. Training not only makes it possible to take better care of those in need, but also to ensure a better quality of life for the carers, teaching them how to protect themselves against the strong impacts associated with caring, namely burnout.</p> <p>This training should also <b>include specific content on crime and violence</b>, in particular the risk factors of violence against older people, and how to prevent it and intervene in these situations.</p>	<p>Ministry of Education<sup>74</sup> Ministry of Health<sup>75</sup> Ministry of Labour, Solidarity and Social Security<sup>76</sup> Directorate-General for Health<sup>77</sup> Social Security Institute<sup>78</sup></p>
16	<p><b>Ensure the training of managers or owners of facilities for older people</b> (such as residences for older people or day centres). The lack of senior managers' training in gerontology or other areas on ageing can often lead to institutions providing services or accommodation to older people to adopt a profit-only focussed management and not to worry about the quality of care provided. Ensuring specialised training would more easily lead not only to the adoption of operating rules promoting quality care, but also to better supervision and monitoring of staff.</p>	<p>Social Security Institute<sup>79</sup></p>
17	<p><b>Certification/recognition of professional careers in the areas of gerontology</b>, including formal or professional carer and operational assistant. Certification is a form of dignifying the profession, which results in greater social recognition and higher remuneration for professionals. Knowing that the lack of social recognition, economic difficulties and the precarious work situation are risk factors for violence, the certification of the profession would be an effective way to reduce them.</p>	<p>Professional Orders (Order of Doctors, Nurses, Psychologists, Social Workers)<sup>80</sup></p>
18	<p><b>Create mechanisms for supervision and support</b> of formal or professional carers and informal or family carers. The lack of care follow-up can lead to omissions in the fulfilment of duties or even situations of violence, and it is</p>	<p>Social Security Institute<sup>81</sup></p>

	<p>crucial to act in a preventive manner, giving those who provide care to older people the opportunity to critically assess their knowledge, values, skills and practices and receive advice. It is also important that there are support services where carers can share their difficulties and work together to overcome them.</p>	
19	<p><b>Definition of a Family Policy</b> that includes:</p> <ul style="list-style-type: none"> <li>• Definition of a Family Policy that includes:</li> <li>• Recognising the importance of family members in caring for older people, resulting, among other measures, in the <b>amendment of the Labour Code</b>. Reconciling professional life and care is one of the greatest difficulties pointed out by informal or family carers and it is urgent to address it. However, this Code - and notwithstanding the provisions of the Statute for Informal Carers - still only provides for leave, reductions or flexible hours for caring for descendants and does not include parents or other older relatives;</li> <li>• To <b>review the Law of Succession</b> in order to allow greater freedom in the bequest of property (ensuring that the descendants of an older person who do not support or even mistreat them may be "disinherited");</li> <li>• <b>Changing the tax benefit system</b> to promote ageing in place: the older person staying in their home (or at least in their normal living environment).</li> </ul>	<p>Minister of State and the Presidency<sup>82</sup>  Ministry of Labour, Solidarity and Social Security<sup>83</sup>  Ministry of Finance<sup>84</sup>  Ministry of Justice<sup>85</sup>  Secretary of State for Social Security<sup>86</sup>  Commission for Social and Family Policies of the National Council for Solidarity, Volunteering, Family, Rehabilitation and Social Security Policies<sup>87</sup></p>
20	<p>To produce <b>more knowledge about violence among older people</b> in an institutional context (bullying among older people), as has been done for many years with violence in schools. Given the current number of institutionalised older people, it is increasingly necessary to know the extent of this phenomenon and to understand how the institutions' organisation and functioning can contribute to this type of violence. Once there is more research and resulting evidence, it will be necessary to raise the awareness of older people, victims and aggressors, as well as to provide institutions with tools to prevent and react adequately to this phenomenon.</p>	<p>Academy/Research Centres  Victim Support Services</p>
21	<p>Development of a community-based structure with competence to act on the vulnerabilities of people of all ages. These structures could be designated <b>Commissions for Adults in Situations of Vulnerability</b>, and would be local and promote and protect the rights of adults who are unable to exercise them effectively, regardless of their age.</p> <p>Such structures should always act in accordance with the principle of minimum intervention and aim at preventing situations of vulnerability or acting when these already exist. They should have various powers, greater in cases where the requirements for measures for supporting an adult are met or in those cases where the accompanying measures are already in force.</p> <p>The monitoring of local Commissions should be the responsibility of a <b>National Commission for Adults in a Situation of Vulnerability</b>.</p> <p>The development of these structures would build on the experience of the commissions for the protection of children and young people and, even if this was not immediately possible, it would be a step towards the consolidation of a single structure that would act on the vulnerabilities of all people regardless of their age.</p>	<p>Minister of State and the Presidency<sup>88</sup>  Ministry of Justice<sup>89</sup>  Ministry of Labour, Solidarity and Social Security<sup>90</sup>  Attorney General's Office<sup>91</sup>  Secretary of State for Social Security<sup>92</sup>  Secretary of State for Social Action<sup>93</sup>  Directorate General for Social Security<sup>94</sup>  National Council for Solidarity, Volunteering, Family, Rehabilitation and Social Security Policies<sup>95</sup></p>
22	<p>Design an <b>information strategy on the types of violence against older people</b>, how to prevent it and how to react.</p> <p>Disseminate this information with special attention to economic and financial violence because it is a type of violence not easily identified as such, neither by the victims themselves nor by the aggressors. To combat these difficulties in signalling this type of violence, bank staff, for example, should be trained, especially account managers, to be alert to possible situations of economic and financial violence against their older clients.</p>	<p>Ministry of Culture<sup>96</sup>  Minister of State and the Presidency<sup>97</sup>  Commission for Citizenship and Gender Equality (CIG)<sup>98</sup>  Ministry of Justice<sup>99</sup>  Ministry of Home Affairs<sup>100</sup>  Ombudsman's Office<sup>101</sup>  Secretary of State for Cinema, Audiovisual and Media<sup>102</sup>  Attorney General's Office<sup>103</sup>  Directorate-General for Justice Policy<sup>104</sup>  Security Forces  Civil Society Organisations  Media  Banking institutions</p>

23	<p><b>Adoption of best practice manuals</b> to be used by professionals working with older people and, in general, professionals who are in contact with the public, on how to treat people with dignity and communicate with them. Sometimes negative prejudices towards older people are so entrenched that living and/or working with older people is not enough to reduce these prejudices. Thus, these manuals, being provided at initial or continuing training, would prove to be fundamental to ensure the skills of professionals dealing with older people and to deconstruct their prejudices.</p>	Commission for Citizenship and Gender Equality (CIG) <sup>105</sup>
24	<p><b>Change the representation</b> normally made of <b>older people in the media and other forms of dissemination of information and image</b>, for example adverts, books or schoolbooks.</p> <p>The media and image dissemination influence the way we relate to others. In this way, the under-representation of older people, on the one hand, and their representation in ways that do not correspond to reality, instead focusing on extreme situations (such as sick, frail and dependent older people and extremely active older people), on the other, allow the perpetuation of stereotypes and discrimination.</p> <p>Conversely, and considering their strong influence on society, these means of communication and image dissemination should contribute to the dissemination of more realistic and positive images of older people.</p>	Ministry of Culture <sup>106</sup> Secretary of State for Cinema, Audiovisual and Media <sup>107</sup> Regulatory Authority for the Media (ERC) <sup>108</sup> Media Journalists/reporters Schools of Communication Union of Journalists Production companies Marketing and advertising companies Book publishers School textbook publishers Communication Observatory (Obercom) <sup>109</sup>
25	<p><b>Promote the training of journalists on violence</b>, in particular violence against older people, on the rights and needs of victims, on how to communicate with them and, above all, on how to convey information on cases of crime and violence to the public without harming victims, their privacy and safety.</p> <p>These training opportunities can take place in a curricular context but also in informal settings such as events, discussions and debates between journalists, leaders of media groups, civil society organisations and the public on the representation of older people and the role that the media can play in deconstructing prejudices against them.</p>	Ministry of Culture <sup>110</sup> Secretary of State for Cinema, Audiovisual and Media <sup>111</sup> Regulatory Authority for the Media (ERC) <sup>112</sup> TV stations Newspapers
26	<p><b>Stimulate lifelong learning</b> and deconstruct the prejudice that the will and ability to learn stagnate in adulthood.</p> <p>Universities of the Third Age are already a widespread good practice. However, it should be ensured that curricula <b>truly stimulate learning and autonomy</b> and that they are not merely institutions offering activities to occupy free time or leisure activities. In addition, Universities of the Third Age can be a <b>driving force for promoting intergenerationality</b> if, for example, they are located close to or even within University campuses. In this context, the development and/or consolidation of university training programmes for older persons (e.g. free courses, conference cycles) should also be encouraged.</p>	Minister of State and the Presidency <sup>113</sup> Ministry of Education <sup>114</sup> Ministry of Labour, Solidarity and Social Security <sup>115</sup> Universities of the Third Age (or responsible institutions) Academy/Research Centres
27	<p><b>Promoting intergenerational programmes and solutions</b> with a proven positive impact, stimulating <b>intergenerational</b> relations within the family in a first instance.</p> <p>Such programmes and solutions, e.g. workshops or voluntary initiatives open to all ages, should aim at fostering cooperation, interaction and sharing based on the potential of each individual and age group.</p>	Minister of State and the Presidency <sup>116</sup> Commission for Social and Family Policies of the National Council for Solidarity, Volunteering, Family, Rehabilitation and Social Security Policies <sup>117</sup> Day centres Residences for older people Schools and Universities Families
28	<p><b>Integrating the human rights paradigm into the education and academic training of children and young people.</b> Younger sections of the population are often the engine of change in society's thinking, having the capacity to learn and teach values to others. If they develop critical thinking from an early age, they will more easily react actively to the stereotypes and prejudices transmitted to them by society. Furthermore, the transmission of values such as respect for others and empathy will reduce tolerance for acts of violence, namely against older people.</p>	Ministry of Education <sup>118</sup> Commission for Citizenship and Gender Equality (CIG) <sup>119</sup> Directorate-General for Education (DGE) <sup>120</sup> Directorate-General for Higher

	Education (DGES) <sup>121</sup> School groups Families
<p><b>29</b> Improve implementation, evaluation and impact of programmes and/or projects in the area of ageing or that are aimed at older people, for example:</p> <ul style="list-style-type: none"> <li>• Ensure that the funded programmes and/or projects <b>fit into an integrated governance logic</b> and that they respond to the national priorities outlined in this area;</li> <li>• <b>Create national guidelines</b> for the funding, supervision and evaluation of programmes and/or projects to ensure that they meet the effective needs of the population and result in the promotion of the autonomy of the recipients rather than the perpetuation of their dependence. These guidelines should apply to both public and private sponsors, precisely from a perspective of integrated governance;</li> <li>• <b>Streamline processes</b> that enable positively evaluated programmes and/or projects to result in changes and improvements in public policy and to replicate them where possible.</li> </ul>	Minister of State and the Presidency <sup>122</sup> Agency for Development and Cohesion <sup>123</sup> Secretary of State for Social Security <sup>124</sup> Social Security Institute <sup>125</sup>
<p><b>30</b> <b>To monitor and evaluate public policies</b> in the area of ageing through the <b>creation of an interdisciplinary and inter-ministerial working group attached to the Office of the Minister of State and Presidency and with the participation of the civil society.</b></p> <p>Addressing the challenges posed by ageing and combating discrimination, marginalisation and violence against older people is not only about creating public policies but also involves monitoring and evaluating them seriously. The evaluation of public policies, in its political-strategic and democratic dimensions, refers to accountability and transparency and, in its management dimension, enables better public management and accountability.</p> <p>Thus, from an integrated governance point of view, such monitoring and evaluation should be the responsibility of a working group with representatives of institutions, whether public or private, to ensure a more complete analysis of public policies, given that no single institution is able to know any phenomenon to its full extent.</p> <p>From this perspective of integrated governance and developing interorganisational solutions and relations for complex social problems, the participation of the civil society in this working group should not be limited to the organisations sitting on the Permanent Commission of the Social and Solidarity Sector, but should also be extended to those whose mission, recognised merit and experience in intervening with older people, can contribute continuously and positively to the monitoring and evaluation of public policies in this area.</p>	Minister of State and the Presidency <sup>126</sup> Various Ministries Civil Society Organisations Organisations representing older people Academy/Research Centres

<sup>6</sup> In the original: Ministra de Estado e da Presidência  
<sup>6</sup> In the original: Provedoria de Justiça  
<sup>7</sup> In the original: CIG - Comissão para a Cidadania e a Igualdade de Género  
<sup>6</sup> In the original: Comissão de Políticas Sociais e da Família do Conselho Nacional para as Políticas de Solidariedade, Voluntariado, Família, Reabilitação e Segurança Social  
<sup>9</sup> In the original: Ministra de Estado e da Presidência  
<sup>10</sup> In the original: Ministério da Ciência, Tecnologia e Ensino Superior  
<sup>11</sup> In the original: Provedoria de Justiça  
<sup>12</sup> In the original: CIG - Comissão para a Cidadania e a Igualdade de Género  
<sup>13</sup> In the original: Direção-Geral da Saúde  
<sup>14</sup> In the original: Comissão de Políticas Sociais e da Família do Conselho Nacional para as Políticas de Solidariedade, Voluntariado, Família, Reabilitação e Segurança Social  
<sup>15</sup> In the original: Associação Nacional de Municípios  
<sup>16</sup> In the original: Associação Nacional de Freguesias  
<sup>17</sup> In the original: Ministério da Saúde  
<sup>18</sup> In the original: Ministério das Finanças  
<sup>19</sup> In the original: Ministério do Trabalho, Solidariedade e Segurança Social  
<sup>20</sup> In the original: Ministério da Educação  
<sup>21</sup> In the original: Ministro de Estado, da Economia e da Transição Digital  
<sup>22</sup> In the original: Ministério da Justiça  
<sup>23</sup> In the original: Ministro do Planeamento  
<sup>24</sup> In the original: Provedoria de Justiça  
<sup>25</sup> In the original: Secretário de Estado da Segurança Social  
<sup>26</sup> In the original: Secretário de Estado da Mobilidade  
<sup>27</sup> In the original: Direção-Geral da Saúde  
<sup>28</sup> In the original: Comissão de Políticas Sociais e da Família do Conselho Nacional para as Políticas de Solidariedade, Voluntariado, Família, Reabilitação e Segurança Social  
<sup>29</sup> In the original: Ministra de Estado e da Presidência  
<sup>30</sup> In the original: CIG - Comissão para a Cidadania e a Igualdade de Género  
<sup>31</sup> In the original: Ministério das Finanças  
<sup>32</sup> In the original: Ministro de Estado, da Economia e da Transição Digital  
<sup>33</sup> In the original: Ministério do Trabalho, Solidariedade e Segurança Social  
<sup>34</sup> In the original: Secretário de Estado Adjunto e da Economia  
<sup>35</sup> In the original: Secretário de Estado da Segurança Social  
<sup>36</sup> In the original: Gabinete de Estratégia e Estudos (GEE)  
<sup>37</sup> In the original: Gabinete de Estratégia e Planeamento (GEP) do Ministério do Trabalho, Solidariedade e Segurança Social  
<sup>38</sup> In the original: Ministra de Estado e da Presidência  
<sup>38</sup> In the original: Ministério da Justiça  
<sup>40</sup> In the original: Direção-Geral da Política de Justiça  
<sup>41</sup> In the original: Provedoria de Justiça  
<sup>42</sup> In the original: CIG - Comissão para a Cidadania e a Igualdade de Género  
<sup>43</sup> In the original: Instituto Nacional de Estatística  
<sup>44</sup> In the original: Ministério da Justiça  
<sup>45</sup> In the original: Direção-Geral da Política de Justiça  
<sup>46</sup> In the original: Ministério da Saúde  
<sup>47</sup> In the original: Ministro de Estado, da Economia e da Transição Digital  
<sup>48</sup> In the original: Ministério do Trabalho, Solidariedade e Segurança Social  
<sup>48</sup> In the original: Ministério das Finanças  
<sup>50</sup> In the original: Secretário de Estado Adjunto e da Economia  
<sup>51</sup> In the original: Secretário de Estado da Segurança Social  
<sup>52</sup> In the original: Direção-Geral da Segurança Social  
<sup>53</sup> In the original: Direção-Geral da Saúde  
<sup>54</sup> In the original: Ministério da Justiça  
<sup>55</sup> In the original: Ministério da Administração Interna  
<sup>56</sup> In the original: ERPI [Estabelecimento residencial para pessoas idosas]  
<sup>57</sup> In the original: Secretário de Estado da Segurança Social  
<sup>58</sup> In the original: Instituto da Segurança Social  
<sup>59</sup> In the original: Ministério da Saúde  
<sup>60</sup> In the original: Direção-Geral da Saúde  
<sup>61</sup> In the original: Instituto Nacional de Estatística  
<sup>62</sup> In the original: Ministério da Justiça  
<sup>63</sup> In the original: Procuradoria-Geral da República  
<sup>64</sup> In the original: Instituto da Segurança Social  
<sup>65</sup> In the original: Direção-Geral da Saúde

<sup>66</sup> In the original: Ministério da Saúde  
<sup>67</sup> In the original: Ministério do Trabalho, Solidariedade e Segurança Social  
<sup>68</sup> In the original: Ministério da Educação  
<sup>68</sup> In the original: Ministério da Ciência, Tecnologia e Ensino Superior  
<sup>70</sup> In the original: A3ES [Agência de Avaliação e Acreditação do Ensino Superior]  
<sup>71</sup> In the original: Direção-Geral da Educação (DGE)  
<sup>72</sup> In the original: Direção-Geral do Ensino Superior (DGES)  
<sup>73</sup> In the original: Direção-Geral do Emprego e das Relações de Trabalho (DGERT)  
<sup>74</sup> In the original: Ministério da Educação  
<sup>75</sup> In the original: Ministério da Saúde  
<sup>76</sup> In the original: Ministério do Trabalho, Solidariedade e Segurança Social  
<sup>77</sup> In the original: Direção-Geral da Saúde  
<sup>78</sup> In the original: Instituto da Segurança Social  
<sup>79</sup> In the original: Instituto da Segurança Social  
<sup>80</sup> In the original: Instituto da Segurança Social  
<sup>81</sup> In the original: Instituto da Segurança Social  
<sup>82</sup> In the original: Ministra de Estado e da Presidência  
<sup>83</sup> In the original: Ministério do Trabalho, Solidariedade e Segurança Social  
<sup>84</sup> In the original: Ministério das Finanças  
<sup>85</sup> In the original: Ministério da Justiça  
<sup>86</sup> In the original: Secretário de Estado da Segurança Social  
<sup>87</sup> In the original: Comissão de Políticas Sociais e da Família do Conselho Nacional para as Políticas de Solidariedade, Voluntariado, Família, Reabilitação e Segurança Social  
<sup>88</sup> In the original: Ministra de Estado e da Presidência  
<sup>88</sup> In the original: Ministério da Justiça  
<sup>80</sup> In the original: Ministério do Trabalho, Solidariedade e Segurança Social  
<sup>91</sup> In the original: Procuradoria-Geral da República  
<sup>92</sup> In the original: Secretário de Estado da Segurança Social  
<sup>93</sup> In the original: Secretária de Estado da Ação Social  
<sup>94</sup> In the original: Direção-Geral da Segurança Social  
<sup>95</sup> In the original: Conselho Nacional para as Políticas de Solidariedade, Voluntariado, Família, Reabilitação e Segurança Social  
<sup>96</sup> In the original: Ministério da Cultura  
<sup>97</sup> In the original: Ministra de Estado e da Presidência  
<sup>98</sup> In the original: CIG - Comissão para a Cidadania e a Igualdade de Género  
<sup>98</sup> In the original: Ministério da Justiça  
<sup>100</sup> In the original: Ministério da Administração Interna  
<sup>101</sup> In the original: Provedoria de Justiça  
<sup>102</sup> In the original: Secretário de Estado do Cinema, Audiovisual e Média  
<sup>103</sup> In the original: Procuradoria-Geral da República  
<sup>104</sup> In the original: Direção-Geral da Política de Justiça  
<sup>106</sup> In the original: CIG - Comissão para a Cidadania e a Igualdade de Género  
<sup>106</sup> In the original: Ministério da Cultura  
<sup>107</sup> In the original: Secretário de Estado do Cinema, Audiovisual e Média  
<sup>108</sup> In the original: Entidade Reguladora para a Comunicação Social (ERC)  
<sup>109</sup> In the original: Observatório da Comunicação (Obercom)  
<sup>110</sup> In the original: Ministério da Cultura  
<sup>111</sup> In the original: Secretário de Estado do Cinema, Audiovisual e Média  
<sup>112</sup> In the original: Entidade Reguladora para a Comunicação Social (ERC)  
<sup>113</sup> In the original: Ministra de Estado e da Presidência  
<sup>114</sup> In the original: Ministério da Educação  
<sup>115</sup> In the original: Ministério do Trabalho, Solidariedade e Segurança Social  
<sup>116</sup> In the original: Ministra de Estado e da Presidência  
<sup>117</sup> In the original: Comissão de Políticas Sociais e da Família do Conselho Nacional para as Políticas de Solidariedade, Voluntariado, Família, Reabilitação e Segurança Social  
<sup>118</sup> In the original: Ministério da Educação  
<sup>119</sup> In the original: CIG - Comissão para a Cidadania e a Igualdade de Género  
<sup>120</sup> In the original: Direção-Geral da Educação (DGE)  
<sup>121</sup> In the original: Direção-Geral do Ensino Superior (DGES)  
<sup>122</sup> In the original: Ministra de Estado e da Presidência  
<sup>123</sup> In the original: Agência para o Desenvolvimento e Coesão  
<sup>124</sup> In the original: Secretário de Estado da Segurança Social  
<sup>126</sup> In the original: Instituto da Segurança Social  
<sup>126</sup> In the original: Ministra de Estado e da Presidência



SUPPORT



FUNDAÇÃO  
CALOUSTE  
GULBENKIAN

---

**Title:** Ageing Portugal | Recommendations  
**Project:** Project Portugal Mais Velho  
**Author:** APAV - Associação Portuguesa de Apoio à Vítima  
**Support:** Fundação Calouste Gulbenkian  
**Design and Illustration:** SPEAK - Comunicação & Design

**Contacts:**  
APAV  
Rua José Estêvão, 135 - A  
1150-201 Lisboa

**Date:** 2020

**ISBN:** 978-989-54322-8-8

2020 APAV - Associação Portuguesa de Apoio à Vítima

**Tel.** +351 21 358 79 00

[apav.sede@apav.pt](mailto:apav.sede@apav.pt)

**Fax** +351 21 887 63 51

[www.apav.pt](http://www.apav.pt)

---