

### 3. Género e condições de vida

OC - (23178) - IMMIGRANT WOMEN VICTIMS OF INTIMATE PARTNER VIOLENCE DURING COVID-19 IN PORTUGAL: EXPLORING HELP-SEEKING FACILITATORS AND PERCEPTIONS OF SUPPORT AND GOVERNMENTAL SERVICES

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The COVID-19 Pandemic disproportionately increased risks and costs for immigrant families due to, e.g., poor housing, limited teleworking, and frontline jobs. Immigrant women, facing pre-existing gendered challenges, suffered the most as they were vulnerable in the labor market, had heavy caregiving responsibilities, and faced multiple barriers contributing to higher rates of Intimate Partner Violence (IPV). Through 17 semi-structured interviews with immigrant women victims of IPV residing in Portugal during the COVID-19 Pandemic, this study aimed to explore of help-seeking facilitators and perceptions of social and governmental services action during this period. The thematic analysis of the data allowed the identification of individual and institutional factors facilitating help seeking, perception of social institutions, victim support services, children protection services and the justice system, including law enforcement, courts, and immigration services. To better support immigrant women facing IPV it is necessary to improve the dissemination of available services and foster collaboration between institutions. The results emphasize the need to promote training in trauma-informed care, cultural competencies, and training focusing on transversal skills among professionals of various sectors, with particular emphasis on those working in governmental services.

**Palavras-chave : Immigrant Women, Intimate Partner Violent, COVID-19 Pandemic, Social Services, Government Services, Response Evaluation**