

## Inclusion Desk

### A National Network for Specialized Support Promoting the Rights of Persons with Disabilities

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**LOGO:** Inside a rounded square with a blue and green gradient background, a white diagonal “S” is displayed. Within each semicircle of the “S” is a small closed white circle. Below, the words “Balcão da Inclusão” appear in white. To the right, on a grey background, eight human figures in shades matching the logo background are shown, transitioning from blue to green. From left to right: a male figure with crossed arms, a female figure with long curly hair, another male figure next to a person in a wheelchair, followed by a couple, and a female figure holding the arm of a male figure with a guide dog.

#### Context

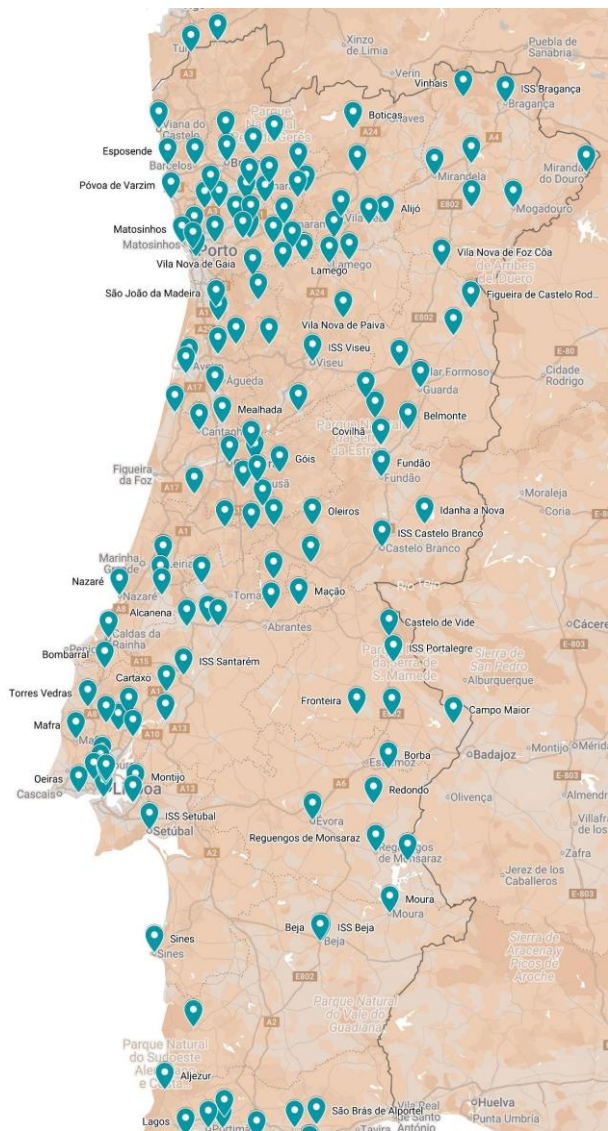
- The Inclusion Desk was established in 2016 to address the fragmentation and inaccessibility of information regarding the rights of persons with disabilities.
- The Inclusion Desks are therefore mandated to provide specialized and accessible information to persons with disabilities and/or impairments, their families, organizations, and other stakeholders who directly or indirectly operate within the field of disability.
- The Inclusion Desk Network was initially designed and implemented by the National Institute for Rehabilitation (INR, I.P.), which also serves as the National Coordinator, and by the eighteen District Social Security Centers across mainland Portugal.

- Later on, the network was expanded nationwide through the signing of Cooperation Protocols with Municipal Councils, ensuring greater proximity to local communities and promoting the decentralization of access to services.
- The Inclusion Desk serves as a key instrument by placing the individual at the center of information, offering clear and accessible guidance, thus contributing to the fulfillment of the rights of persons with disabilities and promoting informed decisions and actions.

### Territorial Distribution of the Inclusion Desk Network

The Inclusion Desk Network comprises 162 service points:

- 1 at the National Institute for Rehabilitation (INR, I.P.);
- 18 at District Social Security Centers (mainland);
- 5 in the Azores Social Security Institute;
- 1 in the Madeira Social Security Institute;
- 137 in local municipalities.





2017 – 0 protocols signed, 13,154 consultations provided

2018 – 33 protocols signed, 18,547 consultations provided

2019 – 46 protocols signed, 21,101 consultations provided

2020 – 14 protocols signed, 15,970 consultations provided

2021 – 5 protocols signed, 11,418 consultations provided

2022 – 16 protocols signed, 13,547 consultations provided

2023 – 9 protocols signed, 21,535 consultations provided

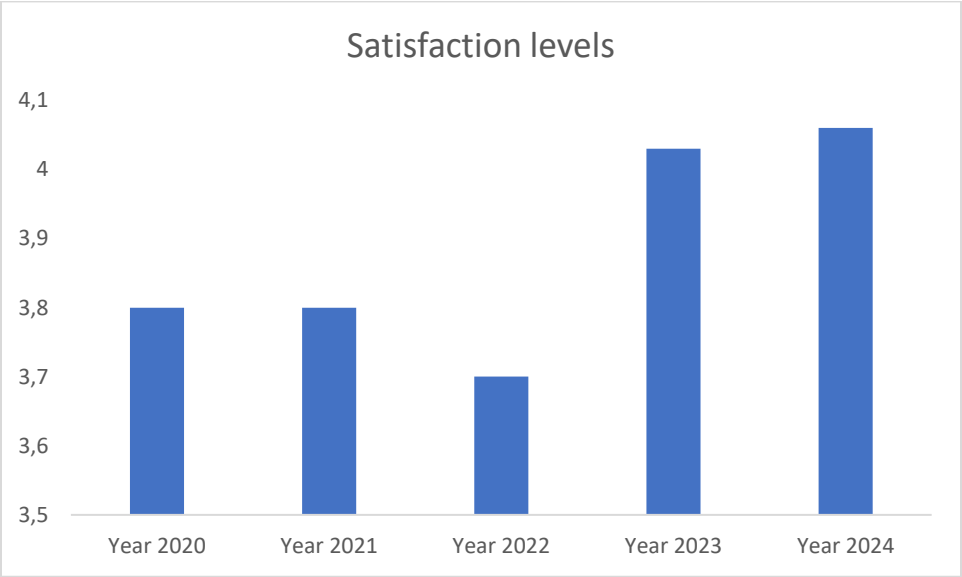
2024 – 10 protocols signed, 13,755 consultations provided

2025 – 4 protocols signed, 13,755 consultations provided

In total, between 2016 and 2025, 137 Cooperation Protocols were signed and 158,656 consultations were provided.

Note: 2016 data covers May–December; 2025 data up to May 31.

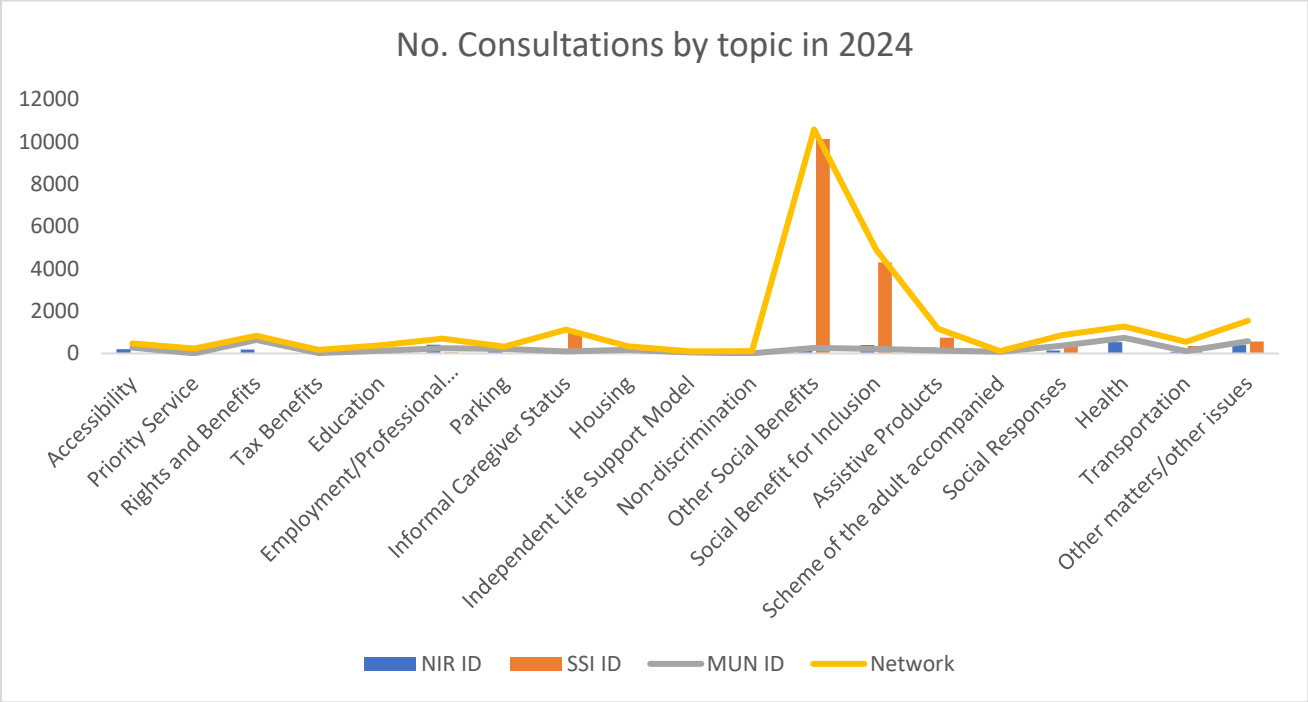
Satisfaction Rating Chart



The bar chart illustrates the satisfaction levels regarding the services provided by the Inclusion Desk Network, which encompasses the Inclusion Desks of the National Institute for Rehabilitation, the Social Security Institute, and the Municipalities, between the years 2020 and 2024. The scale used to assess satisfaction ranges from 1 to 5.

The chart shows a satisfaction score of 3.8 in both 2020 and 2021. In 2022, there was a slight decrease to 3.7, followed by a significant improvement in 2023, reaching 4.03. In 2024, the upward trend continued, with the score rising to 4.06.

Chart No. Consultations by Topic in 2024



The chart illustrates the number of consultations by topic within the Inclusion Desk Network, which includes the Inclusion Desks of the National Institute for Rehabilitation, the Social Security Institute, and the Municipalities, for the year 2024.

The chart shows the most addressed topic was “Other Social Benefits” across the Network, particularly at the Inclusion Desks within the Social Security Institute, with 10,127 consultations in 2024. In the Municipal Inclusion Desks, the most addressed topic was “Health”, with 738 consultations. At the Inclusion Desk of the National Institute for Rehabilitation, the most addressed theme was also “Health”, with 536 consultations in 2024.

Regarding the least addressed topics, the chart shows that “Education” recorded only 3 consultations at the Inclusion Desks of the Social Security Institute. In the Municipal Desks, the least addressed topic was “Priority Service,” with 2 consultations in 2024. At the Inclusion Desk of the National Institute for Rehabilitation, the topic with the lowest number of consultations was “Scheme of the adult accompanied,” which registered 27 consultations in 2024.

### References

- UN Convention on the Rights of Persons with Disabilities (2006)
- Law No. 38/2004, of August 18th – Basic Law on the Legal Framework for the Prevention, Habilitation and Participation of persons with disabilities

### Multiformat QR Code

**INR Logo** – On the left side, a red square featuring a white helix-shaped image at its center, followed by a light green rectangle containing the acronym INR in white, with the letter “N” in red. Immediately after, in white text on the first line, it reads: “instituto nacional para a”, and underneath, in larger letters spanning the full width of the previous line, “reabilitação”. Below the green rectangle, the following text appears: Ministério do Trabalho, Solidariedade e Segurança Social and Instituto Nacional para a Reabilitação, I.P.

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