

# PRACTICAL GUIDE AND INFORMATION FOR MIGRANTS

Know your rights  
in order to assert them

POCKET VERSION

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A practical tool proposed by The Human Rights League

The practical guide and information for migrants (Pocket Version) was made possible thanks to the support of the province of Walloon Brabant, the Impulse Fund for immigrants (FIPI) and the Federation Wallonia-Brussels.

The guide was written by Alizée Dauchy, Robin Bronlet, Claire-Marie Lievens and Aude Meulemeester.

We would like to thank Alicia Cristo and Manon Poncelet for the layout.

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<b>AMO</b>	<b>Youth Centre Service</b>
<b>EMA</b>	<b>Emergency Medical Aid</b>
<b>CBAR/BCHV</b>	<b>Belgian Refugee Council</b>
<b>CCE/RVV</b>	<b>Council for Alien Law Litigation (CALL)</b>
<b>CE/RVS</b>	<b>Council of State (CS)</b>
<b>CGRA/CGVS</b>	<b>Office of the Commissioner General for Refugee and Stateless Persons (CGRS)</b>
<b>CPAS/OCMW</b>	<b>Public Welfare Centre</b>
<b>ESP</b>	<b>Social Promotion Education</b>
<b>FEDASIL</b>	<b>Federal Agency for the reception of asylum seekers</b>
<b>VIP</b>	<b>Voluntary Interruption of Pregnancy</b>
<b>LDH</b>	<b>The (Belgian) League of Human Rights</b>
<b>MENA</b>	<b>Unaccompanied Minor Migrant</b>
<b>OE/IBZ</b>	<b>Immigration Office</b>
<b>ONE/ KIND AND GEZIN</b>	<b>Birth and Childhood Office</b>
<b>ONEm/RVA</b>	<b>Employment Office</b>
	<b>Brussels</b>
	<b>Wallonia</b>
	<b>Flanders</b>
	<b>Undocumented persons</b>
	<b>Warning</b>

## WHY WAS THIS GUIDE CREATED?

Through its work with field organisations and its own department for reorientation of individual applications, the Human Rights League (LDH) has noticed a series of needs in the migration sector. The most important of those needs being the one of migrants being able to access information regarding their rights.

## HOW TO GET A COPY?


This guide is available on our website [www.liguedh.be](http://www.liguedh.be) under the heading DOCUMENTATION, as a downloadable and printable version.

Additionally, we can also send it by mail. To do so, simply contact us on this phone number:

- T: 02 209 62 80

## WHAT DOES IT INCLUDE?

This guide lists the contact details of institutions, organisations and administrations that can be useful to a migrant's situation in everyday life in Belgium. These include rights of stay, access to health care, training, education, housing, etc.

 **WARNING!** This guide has no force of law and does not claim to be exhaustive. It simply contains basic information which, in most cases, should be complemented by professionals from this field.

This guide is complementary to the information tools produced by our partner organisations specialising in matters relating to migrants' rights and which can be found in the **Directory of Belgian Migration Sector** ► **P.6**

## YOU CAN HELP US TOO

A phone number is no longer valid? An organisation has changed its schedules or conditions of consultation? You have discovered an effective aid service which is not listed in this guide?

In order to help us keeping this guide up-to-date send us your comments, suggestions or necessary information to the following address:

### The League of Human Rights (LDH)

- Rue du Boulet 22  
1000 Brussels, Belgium
- T: 02 209 62 80
- F: 02 209 63 80
- Email: [ldh@liguedh.be](mailto:ldh@liguedh.be)
- Website: [www.liguedh.be](http://www.liguedh.be)

BRU

**In French and Dutch**

**Myria (Federal Migration Center)**

- o Rue Royale 138  
1000 Brussels
- T: 02 212 30 00
- T: 0800 14 912
- [myria@myria.be](mailto:myria@myria.be)
- [www.myria.be](http://www.myria.be)

Hotlines in FR and NL:  
On Mondays from  
9:30-12:30 and  
Tuesdays, Wednesdays  
and Fridays from  
13:30-17:00

**CBAR/BCHV  
(Belgian Refugee Council)**

- o Rue Defacqz 1  
1000 Brussels
- T: 02 537 82 20
- [info@cbar-bchv.be](mailto:info@cbar-bchv.be)
- [www.cbar-bchv.be](http://www.cbar-bchv.be)

For asylum seekers  
only

**In French**

**CIRÉ  
(Coordination and Initiatives for Refugees and Migrants)**

- o Rue du Vivier 80-82  
1050 Brussels
- T: 02 629 77 10
- [www.cire.be](http://www.cire.be)

Hotline from Monday  
to Friday from  
9:00-12:30 and  
13:30-16:30.

Open from Monday  
to Friday from  
9:00-12:30.

CIRÉ coordinates  
organisations that are  
active in supporting  
migrants in Brussels  
and Wallonia.

CIRÉ's main reception  
service provides  
information and refers  
people to organisations  
that best suit their needs.

**ADDE  
(Association for foreigners' rights)**

- o Rue du Boulet 22  
1000 Brussels
- T: 02 227 42 42
- [www.adde.be](http://www.adde.be)

Legal aid drop-in  
sessions:

- Information on  
residence permits  
On Mondays from  
9:00-12:00 and  
Wednesdays from  
14:00-17:00.

- International family law:  
On Mondays and  
Thursdays from  
14:00-17:00.

Social care on-site:  
On Tuesdays and  
Thursdays from  
9:00-11:00.

**CSP  
(Protestant Social Centre)**

- o Rue Cans 12  
1050 Brussels
- T: 02 512 80 80
- T: 02 500 10 11
- [www.csp-psc.be](http://www.csp-psc.be)

Open on Tuesdays,  
Thursdays and  
Fridays from  
9:00-13:00  
and Mondays and  
Wednesdays from  
13:00-17:00.

**BAPO  
(Brussels Housing Open Doors)**

- o Rue de Tabora 6  
1000 Brussels
- T: 02 511 81 78

Open on Mondays,  
Tuesdays and  
Thursdays from  
10:00-18:00.

Hotline on  
Wednesdays  
and Fridays from  
10:00-13:00.

**SESO  
(Social Services of Socialist Solidarity)**

- o Rue de Parme 28  
1060 Brussels
- T: 02 533 39 84

Open on Wednesdays  
and Fridays from  
9:00-11:00.

Drop-in for people  
originating from Latin  
America:  
On Tuesdays and  
Thursdays from  
9:00-11:00.

**Caritas  
International Rescue Brussels**

- o Rue de la Charité 43  
1210 Brussels
- T: 02 229 36 11
- [www.caritas-int.be](http://www.caritas-int.be)

Open daily from  
8:00-17:00  
(people attending for  
the first time must  
arrive at 8:00).

**L'Olivier  
(Saint-Vincent de Paul Society in Brussels Area)**

- o Rue de la Rosée 9  
1070 Brussels
- T: 02 223 29 97
- T: 02 223 12 43
- [ssvp.olivier@tiscali.be](mailto:ssvp.olivier@tiscali.be)

**SIREAS  
(Service for International Research, Education and Social Action)**

- o Rue de la Croix, 22  
1050 Brussels
- T: 02 649 99 58
- [sireas@sireas.be](mailto:sireas@sireas.be)
- [www.sireas.be](http://www.sireas.be)

BRU

**In Dutch**

**Vluchtelingenwerk  
(Refugee Council)**

- o Kruidtuinstraat 75  
1210 Brussels
- T: 02 225 44 00
- [www.vluchtelingenwerk.be](http://www.vluchtelingenwerk.be)

Open from:  
Monday to Friday  
from 09:00-12:30 and  
from 13:00-17:00.

Coordination of  
organisations that are  
active in the field of  
refugee, migrant and  
asylum seeker aid.

**Legal Helpdesk of  
Vluchtelingenwerk**

- T: 02 205 00 55
- [asiel@vluchtelingenwerk.be](mailto:asiel@vluchtelingenwerk.be)

Mondays and  
Thursdays from  
9:00-12:30,  
Wednesdays from  
13:30-17:00.

**Vluchtelingenwerk  
Startpunt**

- o Chaussée  
d'Anvers 34  
1000 Brussels

Open from  
Monday to Friday  
from 12:00-14:00,  
Tuesday and  
Wednesday until 17:00.

Service point for  
asylum seekers arriving  
in Belgium for the first  
time. Near the North  
Station (Gare du Nord).

**Agentschap  
Integratie en Inburgering  
(Agency for  
Integration and  
Reception)**

Since 2015, the Flemish  
Agency for Integration  
has been incorporating  
most of the support  
services for migrants  
available in Flanders.  
It organises the  
"Inburgering"  
(= reception procedure  
of the newly arrived,  
**see ►► P.61**)  
but equally, all the  
general integration  
services such as Dutch  
courses, social and  
legal support for  
migrants, housing...

**Legal aid service  
for Integration and  
Reception  
(Flemish  
government).**

- [www.vreemdelingenrecht.be](http://www.vreemdelingenrecht.be)

**Head Office**

- T: 02 205 00 55
- [www.kruispuntmi.be/juridische-helppesdesk](http://www.kruispuntmi.be/juridische-helppesdesk)

Open from:  
Monday to Friday from  
9:00-12:30 and  
Wednesdays from  
13:30-17:00.

**Brussels regional  
branch (and Flemish  
outskirts Mechelen  
and Leuven) (In-  
house legal aid)**

- o Mommaertsstraat 22  
1080 Brussels
- T: 02 414 04 53

Open from  
Monday to Friday from  
9:00-13:00 and  
from 14:00-17:00.

**CAW  
(Centre for  
Social Work)**

These are general  
social services that  
provide their services  
in Dutch, including  
reception, information  
and possible support  
for any steps on pro-  
cedures relating to  
migrants' rights. They  
are located all over  
Brussels and Flanders.

To find your nearest  
service:

- T: 078 150 300


**Brussels' City  
Centre (1000):**  
● T: 02 227 02 00

**Anderlecht (1070):**  
● T: 02 521 29 22

**Etterbeek (1040):**  
● T: 02 629 23 45

**Brussels North (1000):**  
● T: 02 205 66 00

**Molenbeek (1080):**  
● T: 02 414 24 23  
● [www.caw.be/zoek-je-hulp](http://www.caw.be/zoek-je-hulp)

 **The employees of those Organisations are subject to professional secrecy. Even if you're undocumented, all the informations you'll transmit will be confidential.**

F

**ODICÉ  
Oost-West  
Vlaamderem**

- o Dok Noord 4 D001  
9000 Gent
- T: 09 267 66 45
- T: 09 267 66 46
- T: 09 267 66 47
- [rechtspositie@odice.be](mailto:rechtspositie@odice.be)

Open from  
Monday to Friday from  
9:00-12:00 and  
from 13:00-16:00.

**ODICÉ  
Limburg, Campines  
and Hageland**

- o Universiteitslaan 1  
3500 Hasselt
- T: 011 23 77 99
- [juridesk.lim@integratie-inburgering.be](mailto:juridesk.lim@integratie-inburgering.be)

Walk-in service from:  
Monday to Thursday  
from 9:00-12:00.

**Migrants  
Rights Service  
(Vreemdelingen-  
permanentie)**

(Migration Info Point,  
Antwerp Bar, Legal  
Aid Committee, Legal  
Aid Office)

- o Lamoriniëstraat  
137  
2018 Antwerpen
- T: 03 270 33 03

Contactable on-site  
and over the phone on  
Tuesdays and  
Thursdays from  
13:00-15:00.

**Info Point  
about Residence  
and Rights  
(Infopunt Verblijven  
Rechtspositie)**

- T: 03 270 33 03
- [verblijvenrecht\\_spositie@stad.antwerpen.be](mailto:verblijvenrecht_spositie@stad.antwerpen.be)

By email or phone  
from 9:00-17:00.  
In order to be received  
in person, see  
**Vreemdelingenper-  
manentie** above.

**CAW  
Antwerpen**

- o Lange  
Stuivenbergstraat  
54-56  
2060 Antwerpen
- T: 03 235 34 05
- [adviescentrum.migratie@kawantwerpen.be](mailto:adviescentrum.migratie@kawantwerpen.be)

Open from  
Monday to Friday from  
13:30-16:00, Tuesdays  
and Thursdays from  
9:30-12:00.

**Service of Civil  
Affairs - Migration  
Info Point**

- o Woodrow  
Wilsonplein 1  
9000 Gent
- Main number:  
T: 09 266 71 40
- Translations:  
T: 09 266 54 78
- [infopuntmigratie@stad.Ghent](mailto:infopuntmigratie@stad.Ghent)

Open on:  
Mondays, Tuesdays,  
Wednesdays  
and Fridays from  
9:00-12:30.  
On Wednesdays also  
from 14:00-16:00.

**CAW  
West-Vlaanderen  
Transit house**

- o Oude Houtlei 124  
9000 Gent
- T: 078 150 300
- [onthaal.Ghent@kawoostvlaanderen.be](mailto:onthaal.Ghent@kawoostvlaanderen.be)

Open from  
Monday to Friday  
from 9:00-13:00.

**SESO  
(Social Service  
Gent of Socialist  
Solidarity)**

- o Schaverdijnstraat 1  
9000 Ghent
- T: 09 239 99 80
- T: 0471 26 18 44

Regional branches:

**Aalst**

- o Majoor Charles  
Claserstraat 10  
9300 Aalst
- T: 0491 152 818

**Roeselare**

- o Langemarkstraat 8,  
8800 Roeselare
- T: 051 35 95 16
- T: 0470 999 036

W

**Regional Integra-  
tion Centres (RICs):**

There are 8 RICs in  
the territory of the  
Walloon Region. They  
organise the integration  
process but also offer  
services that cater to all  
people of foreign origin.  
They offer hotlines  
for social and legal mat-  
ters, a socio-profession-  
al counselling service  
and cultural activities.  
Check with your  
nearest RIC to find out  
how it can help you.

**See the Main  
Procedures for Stay  
sheet P.11**

**APD - Huy  
(Aid to displaced  
people)**

- o Rue du Marché 33  
4500 Huy
- T: 085 21 34 81

Open on Fridays  
from 9:00-12:00.

**APD - Liège  
(Aid to displaced  
people)**

- o Rue Jean  
d'Outremeuse 93  
4020 Liège
- T: 04 342 14 44

Open on:  
Mondays, Wednes-  
days, Thursdays  
and Fridays from  
9:00-12:00.

**SIREAS  
(Foreign Social  
Service)**

- o Rue Lambert-le-  
Bègue 8  
4000 Liège
- T: 04 223 58 89

Open on Tuesdays  
and Thursdays from  
9:00-12:00.

**Cap Migrants**

- o Rue de Fétille 98  
4020 Liège
- T: 04 222 36 16

Open on Mondays,  
Tuesdays, Wednesdays  
and Fridays from  
9:00-12:30,  
and over the phone  
from 14:00-16:45.

For a first visit, come on:  
Wednesdays from  
9:30-12:00.

**Point d'Appui**

- o Rue Maghin 33  
4000 Liège
- T: 04 227 69 51
- [pointdappui@proximus.be](mailto:pointdappui@proximus.be)

By appointment only.  
It is possible to leave a  
voicemail message.

**Legal Aid Office  
(BAJ)**

- o Rue du Palais 66  
4000 Liège
- T: 04 222 10 12

Opening hours of  
the "Rights of the Poor  
and the Migrants"  
collective: residence  
rights, social support  
and housing, every  
Monday, Wednesday  
and Friday from  
14:00-16:00.

**Le Monde des  
Possibles**

- o Rue des Champs 97  
4020 Liège
- T: 04 232 02 92
- T: 0497 53 38 85

**CAI  
(Centre for  
Intercultural  
Action) - Namur**

- o Rue Dr Haibe 2  
5002 Saint-Servais
- T: 081 71 35 18

Open on Mondays,  
Wednesdays,  
Thursdays and Fridays  
from 9:30-12:00.

**SAE  
(Foreigners  
Support Service)  
- Nouveaux  
Saint-Servais**

- o Rue de Gembloux  
500/15  
5002 Saint-Servais
- T: 081 73 34 48

Open on Tuesdays  
from 9:00-12:00.

**APD - Namur  
(Aid to displaced  
people)**

- o CINEC (1st floor)  
Rue Saint Nicolas 84  
5000 Namur
- T: 081 83 39 51
- T: 0492 73 79 75

Open on  
Wednesdays from  
9:00-12:30 and  
Thursdays from  
14:30-16:30.

**APD - Braine-le-  
Comte (Aid to  
displaced people)**

- o Reception house  
Dominique Pire  
Rue Père Damien 14  
7090 Braine-le-Comte
- T: 067 63 60 29
- T: 0478 02 19 90

Open on Thursdays  
from 9:00-11:30.

**SESO  
(Social Service of  
Socialist Solidarity)**

- o Rue de  
Marchienne 47  
6000 Charleroi
- T: 071 317 250

**Reception and  
promotion of  
Immigrants**

- o Rue Léon Bernus 35  
6000 Charleroi
- T: 071 31 33 70

Social care from  
9:00-11:30.

**APD - Mons  
(Aid to displaced  
people)**

- o Rue Belneux 4  
7000 Mons
- T: 0478 02 19 90

Open on Mondays  
and Wednesdays from  
09:30-12:00.

**CINL (Namur  
- Luxembourg  
Immigrants Centre)  
- Arlon**


- o Espace Didier 42  
6700 Arlon
- T: 063 43 00 30
- [arlon@cinl.be](mailto:arlon@cinl.be)

**CINL (Namur-  
Luxembourg  
Immigrants Centre)  
- Libramont**

- o Rue du Vicinal 7  
6800 Libramont
- T: 061 29 25 18
- [libramont@cinl.be](mailto:libramont@cinl.be)

**CINL (Namur  
- Luxembourg  
Immigrants  
Centre) - Marche-  
en-Famenne**

- o Place aux Foires 21  
6900 Marche-en-  
Famenne
- T: 084 45 68 08

 The employees of those Organisations are subject to professional secrecy. Even if you're undocumented, all the informations you'll transmit will be confidential.

**ADMINISTRATIONS AND JURISDICTION**

**OE/IBZ  
(Immigration  
Office)**

- o World Trade Center,  
Tower II  
Chaussée d'Anvers  
59 B  
1000 Brussels

**INFODESK**

- T: 02/793 80 00
- [infodesk@ibz.fgov.be](mailto:infodesk@ibz.fgov.be)
- [dofi.ibz.be/sites/dvzoe/FR/Pages/home.aspx](http://dofi.ibz.be/sites/dvzoe/FR/Pages/home.aspx)

**CGRA/CGVS  
(Office of the  
Commissioner  
General for  
Refugees and  
Stateless Persons)**

- o WTC II  
Boulevard du Roi  
Albert II 26 A  
1000 Brussels
- T: 02 205 51 11
- F: 02 205 51 15
- [cgra.info@ibz.fgov.be](mailto:cgra.info@ibz.fgov.be)
- [www.cgra.be/fr](http://www.cgra.be/fr)

**CCE/RVV  
(Council for Alien  
Law litigation)**

- o Rue Gaucheret  
92-94  
1030 Brussels
- T: 02 791 60 00
- [www.rvv-cce.be/fr](http://www.rvv-cce.be/fr)

**THE PROCEDURE FOR ASYLUM AND  
SUBSIDIARY PROTECTION**

The asylum procedure leads to one of the following results: recognition of refugee status, the granting of subsidiary protection, or the refusal of both statuses. The claimant must however only submit one request. Subsidiary protection will only be processed if asylum has not been granted.

The asylum application provides access to refugee status. The term «refugee» applies to any person who is outside a particular country where, based on well-founded reasons, they fear of being persecuted due to their race, religion, nationality, or membership of a particular social group or political opinion, and who cannot or does not want to claim protection from said country.

The subsidiary protection status is granted to the migrant who cannot be considered a refugee and for whom there are substantial grounds for believing that, if returned to their country, they would incur a real risk of suffering serious harm.

**The asylum procedure is long and complex. We do not recommend you starting it without the help and support of either a lawyer or a specialist service for migration rights listed in the Directory of Belgian Migration Sector ► P.6**

The CIRE has created a hands-on guide for the asylum procedure:

- <https://www.cire.be/publications/etudes/nouvelle-edition-du-guide-de-la-procedure-d-asile-en-belgique>

**THE DIFFERENT STAGES OF THE PROCESS**

1. Introduction of the application at the Immigration Office (OE/IBZ)
2. First interview at the (OE/IBZ) to assess the statements concerning identity, origin and route taken to arrive in Belgium.
3. Second interview at the Commissioner General for Refugees and Stateless Persons (CGRA/CGVS) for an in-depth assessment of the application for asylum
4. Where to go in case of a refusal:
  - The Council for Alien Law Litigation (CCE/RVV)
  - The Council of State

**SEVERAL ASYLUM APPLICATIONS**

If your first asylum application was not successful, you have the opportunity to introduce a 2nd, 3rd, etc. However, if the Commissioner General for Refugees and Stateless Persons (CGRS) believes that you are not providing any new elements, it will refuse to take your request into consideration and to go ahead with the assessment. It will give you an Annex 13 quater (decision to refuse consideration of the asylum application with orders to leave the territory).

## THE RIGHTS RELATED TO ASYLUM AND SUBSIDIARY PROTECTION

### 1. THE RIGHT TO RECEPTION

In Belgium, people who apply for asylum are entitled to material assistance (reception) which includes accommodation, meals, social, medical and psychological support, legal aid (see point 2) and the possibility to attend certain courses. Reception is either offered in open community centres that are managed by Fedasil and The Belgian Red Cross, or in individual housing organised by the CPAS (Local Housing Initiatives) and the organisations CIRÉ and Flemish Refugee Action. However, if you decide not to take advantage of a host site, the only help available for free is medical assistance.

How to access this? To benefit from reception, you have to go to Fedasil's dispatching service once you have entered your asylum application at the Immigration Office.


#### Dispatching Service Fedasil

- o World Trade Center II  
Chaussée d'Anvers, 59B (1st floor)  
1000 Brussels
- T: 02 793 82 40
- F: 02 203 60 04

### 2. THE RIGHT TO LEGAL AID:

As an asylum seeker, you are entitled to legal aid which means that you can take advantage of free legal support and representation.

## THE REGULARISATION OF STAY FOR EXCEPTIONAL REASONS (9BIS)

In principle, any application for residence in Belgium, for a period exceeding three months, should be introduced from abroad at their respective Belgian diplomatic or consular authorities. However, two exceptions allow migrants who are already in Belgium to regularise their situation. These exceptions are either the regularisation for exceptional circumstances based on Article 9 bis of the legislation from 15 October 1980, or the regularisation for medical reasons based on Article 9 ter of the same act, [see Health Care sheet](#)  **P.17.**

An application for regularisation of stay can be introduced on the basis of exceptional circumstances preventing them from a return to either their country of origin or the one for which they hold a right of residence. However, the law does not specify those exceptional circumstances. Any argument can be made but chances of obtaining a positive response are low.


How to apply? The request is automatically processed as soon as the asylum application has been rejected. The person must then select a domicile. This can either be set to their main home address or to their lawyer's address (preferred option in order to ensure proper receipt of mails). If a domicile is not selected at the time of submitting the application, the OE/IBZ will choose their own office address. The applicant must provide proof of identity alongside any

documents that prove the exceptional circumstances preventing their return.

The decision to refuse a regularisation of stay may be accompanied by an order to leave the territory and, if need be, an entry ban as well.

If a permit is granted, the person receives a CIRÉ REGISTRATION (Residence permit). If the permit was granted for a limited period, an extension has to be requested from the local authority before the expiry of the residence permit (45 days before).


Any decision made by the Immigration Office (OE/IBZ) regarding an application for regularisation can be challenged before the CCE as well. However, in this context, any deportation order issued by the OE/IBZ will not be suspended.


For more information on the 9 bis regularisation process, it is necessary to contact a specialised association. See **the Directory of Belgian Migration Sector**  **P.6**

## REGULARISATION BASED ON MEDICAL REASONS (9TER)

If you suffer from a disease that poses a real threat to your life and there is no possibility to receive adequate care in your country of origin, you can introduce an application for regularisation of stay under Article 9ter of the 1980 Act.

How to apply? You must prove your identity and attach a completed medical certificate such as the one from the Immigration Office (OE/IBZ). The medical certificate may not be older than 3 months and must always specify the disease, its severity and the treatment considered to be necessary.

 **IMPORTANT:** The concept of "severity" of a disease presents a problem for the medical profession as this changes according to whether it is being treated or not. The doctor will therefore have to specify a bit further such as "severe threat, severe threat without treatment, fatal risk without treatment..."

For more information on the 9ter regularisation process, contact the organisations specialising in migrants' rights indicated in **the Directory of Belgian Migration Sector**  **P.6**



**FAMILY REUNIFICATION**

In Belgium there is a procedure for certain people who are residing in its territory to be joined by some of their family members. Nevertheless, the conditions are strict.

In principle, an application for family reunification must be introduced at the consular authorities in the country of origin. However, it can be introduced when the person is already residing in Belgium. The application must then be submitted to the Immigration Office (OE/IBZ).

The family reunification procedure varies depending on the applicant's nationality (the family member being joined in Belgium): Belgian, EU citizen or citizen of a country outside the EU = "third country", but also on that of the reunited (the family member who joins the migrant residing in Belgium): third country or EU.

It is necessary to identify the family member wishing to join the person residing in Belgium. The only family members that are permitted are parents, children, grandparents and spouses (legal cohabitation or marriage). Uncles, nephews and cousins can therefore not apply for family reunification.

Additionally, there are further conditions of age, income, adequate housing, etc.

**SPOUSE:** A person will be considered a spouse if a legal union equivalent to marriage was concluded within the following countries: Denmark, Germany, Finland, Iceland, Norway, UK and Sweden.

**PARTNER:** A person will be considered a partner if a legal partnership was registered with them (legal cohabitation in Belgium).

For further information on the family reunification procedure, contact the organisations specialising in migrants' rights, indicated in **the Directory of Belgian Migration Sector** ► **P.6**

**SOCIAL EMERGENCY**

If you do not know where to sleep to-night, there are places that can host you. Sometimes, these emergency services also offer a meal, a shower, etc.



**Emergency Medical Aid Service of Brussels (Samu Social)**

- o Rue du Petit-Rempart 5  
1000 Brussels
- T: 0800 99 340  
(24h/7) - freephone - FR-NL-EN

A general plan of all available emergency services in Brussels can be downloaded here:

- <http://plan.brureg-lastrada.be/>



There is a **CAW (Centre for Social Work, see the Directory of Belgian Migration Sector**

► **P.6**) in every city of Flanders and Brussels that can help and guide you if needed.

Call the CAW helpdesk to be redirected on:

- T: 078 150 300

During the opening hours of the CAW (usually 9:00-17:00)

Outside of opening hours, call one of the numbers listed here after.

If your area has no number, call Tele-Onthaal

- T: 106

**Antwerpen**

**Crisispermanentie**  
● T: 0800 259 22  
freephone

Call after 16:00.

**Limburg**

**Crisisteam CAW Limburg**  
● T: 011 28 38 73  
(24h/7)

**Oost-Vlaanderen**

**Crisisteam De Schelp**  
o Elyzeese Velden 7  
9000 Ghent  
● T: 09 265 04 90  
(24h/7)



**Liège**

**Social emergency service of the Liège CPAS**

- o Place Saint-Jacques 13  
4000 Liège
- T: 04 221 13 13  
(24h/7) - FR-EN

Open from Monday to Friday from 9:00-12:30 and 14:00-16:00, except Monday afternoons.

**Verviers**

**Social Emergency Service of Verviers (DUS)**

- o Rue Ortmans  
Hauzeur 39  
4800 Verviers
- T: 087 35 21 21  
(24h/7)

Open from 13:30-16:30.

**Namur**

**Social Emergency Service of Namur**  
● T: 0800 124 20  
(24h/7)

A brochure of the Namur Urban Social Relay, lists all the services accessible to people in difficulty in Namur:

- <http://rsun.jimdo.com/publications/outils-a-telecharger/>

**Charleroi**

**Social Emergency of the CPAS of Charleroi**

- o Rue Dagnelies 3  
6000 Charleroi  
(+nearby districts)
- T: 071 20 23 10  
(24h/7)

**La Louvière**

**Social Emergency Service of the CPAS of La Louvière**

- o Place de la Concorde 15  
7100 La Louvière

Hotline from Monday to Friday from 8:30-16:00

- T: 064 885 239

Outside of the opening hours mentioned above - freephone:

- T: 0800 120 14

**Mons**

**Social Emergency Service of the CPAS of Mons**

- o Rue du Bouzanton 1  
7000 Mons

Hotline from Monday to Friday from 8:00-16:00

- T: 065 408 437

Outside of the opening hours mentioned above and on weekends

- T: 065 84 01 01



For another emergency, see the table at the back.

**MONEY**

It's not illegal neither impossible for an undocumented person to open a bank account. But the bank will probably ask for an ID Card and a proof of residency registration. The practices can change one bank to another.

Also, we recommend to always have a 50 euros deposit to assure the account's current operation.

**FOOD AID**

BRU

W

**Federation of Social Services (FDSS)**

- T: 02 526 03 08
- T: 02 250 09 13
- <http://www.fdss.be/index.php?page=concertation-aide-alimentaire-3>

**Collectmet - Marché des Abattoirs in Anderlecht**

- Rue Ropsy  
Chaudron 24  
1070 Bruxelles
- T: 02 5 56 11 79
- [info@cultureghem.be](mailto:info@cultureghem.be)

They collect and share unsold fruit and vegetables every Sunday between 14:00 and 17:00.

F

Call the **CAW** helpdesk who will redirect you on:

- T: 078 150 300.

**Food Parcels from the Red Cross**

Call to find your nearest Red Cross house and its hours for food parcel distribution:

- T: 105

# HEALTH CARE

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**INFORMATION, GUIDANCE AND CONSULTATION**


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**HEALTH INSURANCE**


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**EMERGENCY MEDICAL AID**


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**ACCESS TO HEALTH CARE IN RECEPTION CENTRES**


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**MEDICAL SUPPORT FOR ASYLUM SEEKERS NOT RESIDING WITHIN A RECEPTION CENTRE**


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**MENTAL HEALTH**


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**SEXUAL AND EMOTIONAL LIFE**


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**PREGNANCY AND CHILDBIRTH**


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**MATERIAL AID FOR NEWBORNS**


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**EXCISION AND FEMALE GENITAL MUTILATION**


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**APPENDIX**


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## INFORMATION, GUIDANCE AND CONSULTATION

BRU

**Medimmigrant asbl**

information and guidance in Brussels

- o Rue Gaucheret 164  
1030 Brussels
- T: 02 274 14 33
- T: 02 274 14 34
- info@medimmigrant.be
- <http://www.medimmigrant.be/>

Hotline on Mondays, Thursdays and Fridays from 10:00-13:00 and Tuesdays from 14:00-18:00.

**Free Clinic**

- o Chaussée de Wavre 154  
1050 Brussels
- T: 02 512 13 14
- info@freeclinic.be
- <http://www.freeclinic.be/>

**Medical Homes (Maisons Médicales)**

- o Boulevard du Midi 25 bte 5 - 5th Floor  
1000 Brussels
- T: 02 514 40 14
- [www.maisonmedicale.org](http://www.maisonmedicale.org)

Medical homes have different working practices when it comes to offering their services to undocumented migrants.

Check out this page with details of intergroup (Brussels, Charleroi, Liège):

- <http://www.maisonmedicale.org/Intergroupes.html>

**Médicins du Monde**

- <http://www.medicinsdumonde.be/belgique/>  
[3-centres-daccueil-de-soins-et-dorientation](http://www.medicinsdumonde.be/belgique/3-centres-daccueil-de-soins-et-dorientation)

Only for people who are not already monitored by a doctor and are unable to fund it.

**Medical Bus in Brussels (Medibus)**

Reception, guidance, nursing care

From 18:30-20:45  
Mondays: Central Station  
Tuesdays: South Station  
Thursday: North Station

- T: 0474 40 67 30

**Athéna Dispensary**

- o Rue Jean de Brouchoven de Bergeyck 2  
1000 Brussels
- T: 02 209 05 25
- info@athenapmg.be
- <http://www.athenapmg.be/>

**CASO - Centre for reception, medical attention and orientation**

By appointment only

- o Rue du Botanique 75  
1210 Brussels
- T: 02 225 43 00
- T: 02 225 43 13
- [Social.caso@medecinsdumonde.be](mailto:Social.caso@medecinsdumonde.be)

Email answer daily apart from Tuesday afternoons.

W

**Medical Consultations Namur**

- o At the RGN, Rue M. Bourttombourg 6  
5000 Namur
- T: 0495 27 61 00
- [coordo.namur@medecinsdumonde.be](mailto:coordo.namur@medecinsdumonde.be)

Open on Thursdays from 10:00-12:00.

F

**Association of Health Centres (VWGC)**

(Medical homes in Flanders and Brussels)

- o Vooruitgangstraat 333 bus 10  
1030 Brussels
- T: 02 265 01 67

For an exhaustive list of VWGC:

- <http://www.vwgc.be/index.php?page=7&title=Waar?%20&style=bruin>

Like the FR medical homes, the VWGC have different practices regarding access to their services for undocumented migrants. In general, you must already be in possession of an AMU (Urgent Medical Assistance - Dutch: **Medische Dringende Hulpverlening** see P.19).

**Medical Consultations La Louvière**

In the premises of the health relay of the CPAS

- o Rue du Moulin 79  
7100 La Louvière
- T: 06 454 02 18

Open on Wednesdays from 9:00-12:00.

## HEALTH INSURANCE

In case of illness, all your necessary health care costs are subject to reimbursement (totally or partially) through a health insurance which you access via a membership of an insurance fund.

You will have to pay some or all of the medical expenses in advance. The fund reimburses you afterwards but a part of the cost is at your expense (co-payment rate).

**FOR WHOM?**

For students, for employed or self-employed workers, for dependants of an affiliated person, for people in possession of a CIRE Registration, or for MENA (Unaccompanied Minor Migrant, **see MENA sheet** **P.47**)



An undocumented person can usually not join an insurance fund, unless they were affiliated before the loss of their right to stay. In the latter case, they can apply for an **extension** of the insurance, even if they are not legally resident anymore.

## EMERGENCY MEDICAL AID



Although it is commonly called Emergency Medical Aid (EMA) it actually **covers all necessary care** (only beauty treatments are excluded). This aid may cover medical expenses for a consultation with a general practitioner or specialist, a hospital stay, any drugs or medical equipment (e.g. crutches, wheelchairs, etc.), and glasses in some cases.

It is provided by the CPAS/OCMW of the town you live in.

To find a CPAS/OCMW near you in either Brussels or Wallonia:

**FPS Social Integration, Fight against Poverty, Social Economy and Policy on Large Cities**

- o World Trade Centre II - Tower 2  
Boulevard Roi Albert II 30  
1000 Brussels
- T: 02 508 85 86
- [question@mi-is.be](mailto:question@mi-is.be)
- <http://www.mi-is.be>

**FOR WHOM?**

It is meant for people who have never had a residence permit in Belgium or who have lost it.

**PROCEDURES**

**«NORMAL» PROCEDURE:** When you need to see a doctor, you must go to your local CPAS/OCMW **in advance**. This CPAS/OCMW will be able to either accept or reject cover of medical costs; depending on your personal situation (you must meet certain conditions such as residence permit, lack of income...).

The CPAS/OCMW may ask you to provide an **urgent medical assistance certificate** (“**certificat d’aide médicale urgent**”) completed by a doctor. The doctor specifies the necessary care (type of treatment, drugs, whether hospitalisation is necessary...). You do not need to wait for care to become urgent before calling the CPAS/OCMW (example: monitoring of pregnancy).

See Health Care’s Appendix 1 ► P.26

**!** **IMPORTANT:** If the doctor is not “conventionné” (affiliated to the public health insurance system), you will have to pay for the first consultation. Ask the CPAS/OCMW for a list of doctors near you that are “conventionnés”.

The procedure varies from one CPAS/OCMW to another and is often confusing and a source of uncertainty. Please contact organisations specialising in the field of **Health** ► P18

**EMERGENCY PROCEDURE:** Whenever you need to see a doctor urgently and you do not have an EMA, you must go to your nearest **hospital’s accident & emergency department** and explain your situation to the **hospital’s social services**. The social service is the entity that will launch the process for an EMA. Otherwise you will be billed to your home.

Check out the section looking into the management of health care on this site <http://www.vivreenbelgique.be/> which was created by CIRÉ.

**!** **WARNING!** When you ask for an EMA, the social worker is obliged to hand you a receipt. It is illegal for them to refuse! This is a proof of your claim. Likewise, if the CPAS/OCMW refuses your request for an EMA, demand an answer in writing. You can contact a specialist organisation that will help you in your procedure (see ► P. 18 of this sheet)

## ACCESS TO HEALTH CARE IN RECEPTION CENTRES

In the centres, you are entitled to both psychological assistance as well as support for medical expenses throughout the duration of your stay there. There is a medical team in every reception centre but the centre’s doctor may also refer you to an external specialist service.

For more information, see **the Procedures/Rights of Asylum Seekers fact sheet** ► P.12

## MEDICAL SUPPORT FOR ASYLUM SEEKERS NOT RESIDING WITHIN A RECEPTION CENTRE

In this case, the only free service available is medical aid. **Fedasil’s department for Medical Costs** organises both the repayment of bills to providers, as well as medical assistance.

### HOW?

Via a request for a **payment undertaking** (“réquisitoire”). An application for a “réquisitoire” must be completed and sent (**via fax or email**) to the Medical Expenses department before the start of the treatment. You should receive a response for a payment undertaking **within a day**.

See Health Care’s Appendix 2 ► P.27

This “réquisitoire” needs to be filled out together with the provider (doctor, specialist, pharmacist...), to whom you must **deliver either Annex 26 or 26bis with your photo attached**. In case of **emergency care**, thus when it is impossible to previously apply for a “réquisitoire”, you will have to submit the invoice together with an “**urgent care certificate**”.

See Health Care’s Appendix 3 ► P.28

You can call the department for Medical Expenses from Monday to Friday (preferably in the morning):

**fedasil**  
LEGENDE: FÉDASIL ASYLUM  
LEGENDE: FÉDASIL ASYLUM

- T: 02 213 43 25 (FR)
- T: 02 213 43 00 (NL)
- F: 02 213 44 12
- Email: [medic@fedasil.be](mailto:medic@fedasil.be)

This service is closed on weekends

## MENTAL HEALTH



When one leaves their country, it can sometimes be difficult to start a new life. It is an everyday struggle: understanding the functioning of the country, obtaining a residence permit, dealing with money problems and document issues... This can lead to fatigue, stress and insomnia. It is a normal human reaction. You are not crazy!

Whom to talk to? Maybe a doctor, a social worker or a mental health service.

In Belgium there are several services that can help you **for free and sometimes with translator**.

BRU

### Centre Exil asbl

- o Avenue de la Couronne 282  
1050 Brussels
- T: 02 534 53 30

### Service of Mental Health Ulysse

- o Rue de l'Ermitage 52  
1050 Brussels
- T: 02 514 40 14

### Centre for Mental Health Care

- o Ninoofsesteenweg 120  
1080 Brussels
- T: 02 412 72 10
- [west@cgg-brussel.be](mailto:west@cgg-brussel.be)

Consultations in Dutch + translator

### Rivages

- o Rue de l'association 15  
1000 Brussels
- T: 02 550 06 70
- [info@rivagedenzaet.com](mailto:info@rivagedenzaet.com)

First consultation is for free and any thereafter cost €15 each.

W

### La Clinique de l'Exil

- o Rue Docteur Haibe 4  
5002 Saint-Servais Namur
- T: 081 776 819
- [clinique.exil@province.namur.be](mailto:clinique.exil@province.namur.be)

### Mental Health Service (Club André Baillon/asbl Tabane)

- o Rue Saint-Leonard, 510  
4000 Liège
- T: 04 228 14 40
- [tabane@skynet.be](mailto:tabane@skynet.be)

### Santé en Exil

- o Avenue du Centenaire 75  
6061 Montignies-sur-Sambre Charleroi
- T: 071 10 86 10

### Espace 28

- o Rue du centre 81  
4800 Verviers
- T: 087 341 053

F

### Centre for Mental Healthcare (CGG)

Consultations in Dutch + translators

To find a centre near you and fitting to your administrative status, contact:

### Federation of services for Mental Health Care (FDGG)

- o Servaes Residence - 1st floor  
Martelaarslaan 204B  
9000 Gent
- T: 09 233 50 99
- [fdgg@fdgg.be](mailto:fdgg@fdgg.be)
- <http://www.fdgg.be/>

### CINL

#### Marche-en-Famenne

- o Avenue du Monument 8A1  
6900 Marche-en-Famenne

#### Arlon

- o Espace Didier 42  
6700 Arlon

#### Bertrix

- o Rue de la gare 20  
6880 Bertrix
- T: 0479 08 48 16
- [ethnopsy.cinl@gmail.com](mailto:ethnopsy.cinl@gmail.com)

#### Sémaphore à Mons

- o Rue des Belneux 4  
7000 Mons
- T: 065 84 73 22
- <http://www.picardie-laique.be>

## SEXUAL AND EMOTIONAL LIFE



The family planning services provide places with access to information, medical consultations, social, psychological and legal services, sexologists, marriage counsellors and family mediators concerned with sexually transmitted infections and their prevention, contraception, pregnancy monitoring and abortions (VIP), and guidance on sexual-ity and family.

All workers are subject to **professional secrecy**, thus everything you say is **confidential**, even for minors.

BXL

W

### Secular Federation of Family Planning Centres (NPO)

- o Rue de la Tulipe 34  
1050 Brussels
- T: 02 502 82 03
- F: 02 503 30 93
- [flcp@planningfamilial.net](mailto:flcp@planningfamilial.net)
- <http://www.planningfamilial.net/>

### Pluralistic Federation of Family Planning Centres (NPO)

- o Avenue Émile de Béco 109  
Rue du Trône 127  
1050 Brussels
- T/F: 02 514 61 03
- [info@fcppf.be](mailto:info@fcppf.be)
- <http://www.fcppf.be/v2/>

F

**The CAW (Centre for Social Work)** offers this service.

- To find your nearest CAW, call (in Dutch)
- T: 078 150 300

For more information on CAW, check out **the Directory of Belgian Migration Sector** ► **P.6**

## PREGNANCY AND CHILDBIRTH

### VIA THE EMERGENCY MEDICAL AID



For undocumented mothers-to-be, medical care relating to pregnancy and childbirth can be covered by the CPAS/OCMW within an EMA (**Emergency Medical Aid**, see ► **P.19**)

**IMPORTANT:** Submit your application for an EMA with your CPAS/OCMW from the announcement of the pregnancy. In the event that you do not have an EMA and hospitalisation is required, the hospital will be responsible for making application for an EMA.

**VIA THE OFFICE OF BIRTH AND CHILDHOOD - ONE/KIND AND GEZIN**


The Office of Birth and Childhood (ONE/KIND AND GEZIN) provides expecting parents, with or without documentation, free consultations before and after the child's birth. The goal is to monitor the course of the pregnancy and to ensure the health of the mother and the baby. This counselling service **can take place at home** if future parents wish.


**ONE - Department of Consultations and Home Visits FR**

- o Chaussée de Charleroi 95  
1060 Brussels
- T: 02 542 12 21
- [info@one.be](mailto:info@one.be)

**Saint Pierre Hospital**

- Pre- and post-natal consultations
- o Boulevard de Waterloo 129  
1000 Brussels
  - T: 02 535 47 13


**KINDEN GEZIN - NL**

- T: 078 150 100
- <http://www.kindengezin.be/>

**MATERIAL AID FOR NEWBORNS**


Material aid is offered to families without income. It is an "emergency parcel" including baby care products, nappies, clothes...

To qualify for this aid, a social worker must issue a certificate beforehand that you then take to one of the following organisations:


**Nasci ASBL**

- o Rue d'Athenan 4  
1030 Brussels
- T: 02 216 88 85


**Babynest**

- o Frans van Ryhovelaan 166 .  
9000 Gent
- T: 0486 14 16 87
- [baby-nest@telenet.be](mailto:baby-nest@telenet.be)

**EXCISION AND FEMALE GENITAL MUTILATION**

In Belgium, it is strictly forbidden to execute excision and female genital mutilation. Specialised organisations exist and can assist the victim.

Assistance can take many forms: lending an ear, counselling and legal support within an asylum procedure based on a fear of mutilation, support with social and administrative procedures, collecting of witness statements...

**Groupe pour l'abolition des mutilations génitales - GAMS asbl**

- Email: [info@gams.be](mailto:info@gams.be)
- Website: [www.gams.be](http://www.gams.be)



- o Rue Gabrielle Petit 6  
1080 Brussels
- T: 02 219 43 40



By appointment only, every second Tuesday of the month.

**Namur:**

- o Rue de la Tour 7  
5000 Namur
- o Boulevard Gendebien 5  
7000 Mons

**Liège:**

- o Rue Agimont 17  
4000 Liège
- o Samia Youssouf
- T: 0470 54 18 99
- Email: [samia@gams.be](mailto:samia@gams.be)

- o Halimatou Barry
- T: 0493 49 29 50
- Email: [halimatou@gams.be](mailto:halimatou@gams.be)


**Antwerpen:**

- o Van Maerlanstraat 56  
2060 Antwerpen
- o Katrien De Koster
- T: 0495 93 93 18
- Email: [katrien@gams.be](mailto:katrien@gams.be)

## APPENDIX 1

 ATTESTATION 'D'AIDE MEDICALE URGENTE'  
 DEJA PROCUREE A UN ETRANGER SANS PERMIS DE SEJOUR LEGAL

 A l'attention du président du CPAS de .....  
 (commune résidence effective demandeur de soins, exc. commune prestataire de soins)

Concerne: 'l'Aide médicale urgente', déjà procurée à un étranger sans permis de séjour légal

Monsieur le président,

Par la présente je voudrais vous informer de 'l'aide médicale urgente':

- une consultation.....  
 un examen.....  
 autres.....

 que j'ai procurée le ..... à Monsieur / Madame.....  
 né(e) le ..... ayant la nationalité :.....  
 sans domicile, mais résidant effectivement à l'adresse suivante:

- isolé(e),  marié(e) avec,  veuf(ve) de,  divorcé(e) ou séparé(e) de fait de :.....  
 activité professionnelle actuelle:  oui,  non, laquelle:.....  
 mutualité ou autre assurance:  oui,  non, laquelle:.....

 D'après mes premières informations, le patient cité ci-dessus, ne sera pas en mesure de payer les frais. Mon patient déclare également séjourner de manière illégale en Belgique. Puis-je vous demander de bien vouloir intervenir<sup>1</sup> pour l'aide médicale urgente, conformément à l'art. 57, §2 de la loi organique du 8 juillet 1976 régissant les CPAS et en vertu de l'Arrêté royal du 12 décembre 1996 concernant l'aide médicale urgente au bénéfice des étrangers en séjour illégal dans le Royaume.

 Vous pouvez verser ce montant au compte de:  facture en annexe  facture suivra

En espérant une réponse rapide et positive, je vous prie d'agréer, Monsieur le Président, l'expression de toute ma considération.

Nom + signature:.....

Adresse:.....

Date:.....

<sup>1</sup> L'A.R. du 12 décembre 1996 précise que les 'Soins médicaux urgents' au profit des étrangers en séjour illégal, peuvent être aussi bien de nature préventive que curative. Ces soins médicaux peuvent être aussi bien ambulatoires qu'être prodigués dans une institution de soins.

<sup>2</sup> Le CPAS est remboursé du montant des prestations de soins de santé, attestés comme 'aide médicale urgente', par le Ministère de la Santé publique au prix calculé sur base des remboursements INAMI. Ce montant est le montant total en fonction duquel l'INAMI détermine le remboursement et le montant à charge du patient, qui sont repris dans la nomenclature. Ceci est valable également pour les médicaments fournis par un pharmacien.

## APPENDIX 2

  
 AGENCE FEDERALE POUR  
 L'ACCUEIL DES DEMANDEURS D'ASILE

  
 FEDERAAL AGENTSCHAP VOOR  
 DE OPVANG VAN ASIELZOEKERS

 DEMANDE DE REQUISITOIRE (prise en charge DE SOINS / ACHAT DE MEDICAMENTS)  
 AANVRAAG VAN REQUISITORIUM (betalingsverbintenis voor zorgverstreking/aankoop medicijnen)

-NOM /NAAM :.....

-PRENOM/VOORNAAM : .....

-N° SP /OV (NN) :.....

-DATE DE NAISSANCE/GEBOORTEDATUM :.....

 -INSTITUTION DES SOINS / MEDECIN  
 -VERZORGINGSINSTELLING / DOKTER .....

-SERVICE ET N° DE FAX/ DIENST EN FAXNUMMER :.....

-DATE DE RENDEZ-VOUS /DATUM AFSpraak : .....

-VOTRE N° DE TEL/ UW TELFOONNUMMER : .....

Si vous avez besoin d'un réquisitoire pour assurer le paiement de soins médicaux ou de médicaments auriez-vous l'obligeance de compléter ce formulaire et le faxer à Fedasil au : 02/213.44.12 avant votre rendez-vous avec le médecin ou pharmacien.

Merci de votre compréhension.

 Indien u een requisitorium nodig hebt , om de vergoeding van medische zorgen of medicijnen te garanderen, gelieve dit formulier in te vullen en door te faxen naar Fedasil op het nummer 02/213 44 12 voorafgaande de afspraak met de dokter of apotheker.

Bedankt voor uw begrip.

 Cellule médicale/ medische cel  
 Tél. 02/213.43.25 – 02/213.43.00

Fax 02/213.44.12

e-mail : medic@fedasil.be

 Kartuizerstraat – Rue des Chartreux 21  
 1000 Bruxelles



### APPENDIX 3

#### Attestation de soins d'urgents délivrés à un demandeur d'asile

Je, soussigné, ..... docteur en médecine,

déclare avoir examiné la personne en procédure d'asile:

nom: .....

prénom: .....

né(e) à/en ..... le .....

numéro OE (ou SP): .....

et certifie que cette personne, le ..... (date), avait besoin de soins d'urgents.

Un réquisitoire ne pouvait pas être demandé préalablement.

Date:

Signature:

Adresse/cachet:

Modèle type de Medimmigrant - juin 2009



# HOUSING

SEARCHING ACCOMMODATION

SOCIAL HOUSING

TENANCY SUPPORT  
ORGANISATIONS

SECURITY DEPOSIT

REGISTRATION

INFORMATION AND RIGHTS  
ON ENERGY  
(Gas, electricity, water)





**SEARCHING ACCOMMODATION**

Looking for decent accommodation at a fair price is a problem faced by many people in Belgium.

The “Vivre en Belgique” guide contains tips on finding and choosing a home:

- [www.vivreenbelgique.be/1-logement/la-recherche-d-un-logement](http://www.vivreenbelgique.be/1-logement/la-recherche-d-un-logement)

Several brochures on finding accommodation are available in Dutch, English, French, Farsi and Arabic on:

- <https://www.vluchtelingenwerk.be/huisvesting>

**SOME TIPS FOR FINDING ACCOMMODATION:**

- Check out the signs posted on available properties. They are usually orange and black and should always indicate the rental price.



- Look through ads in shops and public places. Consult the websites that publish ads, for example:

- [www.immoweb.be](http://www.immoweb.be)
- [www.vlan.be](http://www.vlan.be)
- [www.kapaza.be](http://www.kapaza.be)
- [www.quefaire.be](http://www.quefaire.be)
- [www.2ememain.be](http://www.2ememain.be)
- [www.realo.be](http://www.realo.be)
- [www.zimmo.be](http://www.zimmo.be)

- Consult Facebook groups that publish ads, for example:

- BXL à louer – Bouche à oreille, BXL A LOUER <500€, Liège à louer, etc.


- Check out the ads in local newspapers

- Talk to people around you: families, friends, neighbours...

**SOCIAL HOUSING**

If your income is low, you may be entitled to **social housing** with a rent that is set according to your income. In reality though, there is a great lack of social housing which creates delays and very long waiting lists.

One of the conditions to have access to social housing is a valid residence permit. In Brussels only, undocumented people can reserve a registration number, allowing them to be better placed on the waiting list if their regularisation is accepted.

To apply for social housing, contact your CPAS ([see the Health Care sheet](#)  **P.18**). You can also get information from your local social housing organisation.

BRU

**Society of Housing in the region of Brussels Capital (SLRB)**

- Rue Jourdan 45-55. 1060 Brussels
- T: 02 533 19 11
- <http://www.slrbririsnet.be/>

W

**Walloon Society of Housing (SWL)**

- Rue de l’Ecluse 21. 6000 Charleroi
- T: 071 200 211
- <http://www.swl.be/>

F

**Flemish Society for Social Housing (VMSW)**

- Koloniënstraat 40. 1000 Brussels
- T: 02 505 45 45
- <https://www.vmsw.be/>

**TENANCY SUPPORT ORGANISATIONS**

There are services and organisations that can help you find private accommodation. They do not offer “miracle” solutions but can be useful, especially if you need help with French or Dutch, or with using the internet.

Some associations also give guidance and legal advice on “droit du bail” (=rights and obligations of a tenant and a landlord).

Whatever your status, you do have rights. For example, a landlord cannot evict you without a judge’s authorisation. A landlord cannot exclude a prospective tenant because of them being foreign or receiving support from the CPAS.

A brochure of the Housing Support Union Hasselt looks at some basic principles on tenancy rights in English, Dutch and Arabic and illustrates them in a simple and clear manner:

- [www.vluchtelingenwerk.be/system/tdf/huisvestingsfolder\\_in\\_het\\_arabisch\\_huurderssynikaat\\_-\\_caw\\_1.pdf](http://www.vluchtelingenwerk.be/system/tdf/huisvestingsfolder_in_het_arabisch_huurderssynikaat_-_caw_1.pdf)



You can rent private accommodation without a residence permit. You risk nothing by signing a written agreement and it is wise to do so.

The owner will not be punished either unless they act as a so-called slumlord, someone who takes advantage of your weakness in order to house you under conditions that are incompatible with human dignity, and charges you an abnormally high rent.

In addition to the addresses below, you can also contact your CPAS for assistance in finding accommodation. Organisations specialising in migrants' rights may also be able to help (see the **Directory of Belgian Migration Sector**, ► P.6)

BRU

#### Convivial asbl

- o Rue du Charroi 33/35 1190 Brussels
- T: 02 503 43 46
- [www.convivial.be](http://www.convivial.be)

Help and support for recognised refugees for finding an accommodation and housing after leaving the reception centre.

#### Social Rights Workshop

- o Rue de la Porte Rouge 4 1000 Brussels
- T: 02 512 71 57

#### Tenants' Union (UL) of Anderlecht

- o Chaussée de Mons 291 1070 Brussels
- T: 02 520 21 29

Leasehold advice on Mondays from 14:00-17:00 and Thursdays from 9:00-12:00

Individual assistance in finding accommodation, based on a list that is updated every Monday.

#### Tenants' Union (UL) of Schaerbeek

- o Rue de la Poste 156 1030 Brussels
- T: 02 218 52 66

List of accommodation available to rent in the municipality of Schaerbeek (updated weekly)

#### Housing and Renovation (Habitat et Rénovation)

- o Avenue de la Couronne 340 1050 Brussels
- T: 02 639 60 10

Active accommodation research workshop led by a facilitator, and with the purpose of learning or improving one's house searching method. Available to people living in Ixelles.

#### Social House of Evere

- o Avenue Henri Conscience 83 1140 Brussels
- T: 02 240 60 70

Computers available to browse accommodation search pages together with a coach, on Tuesdays and Thursdays from 13:30-16:30.

#### Tenants' Union (UL) of St-Gilles

- o 131 Rue Berckmans 1060 Brussels
- T: 02 538 70 34

Help with internet and phone research on Tuesdays from 14:00-16:00 and Thursdays 10:00-12:00.

#### Mentor Escale

- o Rue Souveraine 19 1050 Brussels
- T: 02 505 32 32
- [info@mentorescale.be](mailto:info@mentorescale.be)

Reserved to young refugees or asylum seekers under the age of 26.

#### Caritas International: Brussels Housing Café

- o Rue de la Charité 43 1210 Brussels
- T: 02 229 36 11
- [housingcafe@caritasint.be](mailto:housingcafe@caritasint.be)

Assistance in searching accommodation, moving in, and first steps.

#### Tenants Service's National Office

- o Chaussée de Wavre 1176 1170 Brussels
- T: 02 218 75 30

Legal advice from: Monday to Thursday from 10:00-12:00 and from 13:00-16:00, Fridays from 10:00-12:00, and Thursday evenings from 18:00-20:00.



W

#### Espaces Wallonie

The 11 departments of Espaces Wallonie (Arlon, Eupen, La Louvière, Mons, Namur, Nivelles, Tournai, Verviers, Brussels, Charleroi and Liège) disseminate information on the services in the Walloon Region. They also hold advice sessions on housing.

Call:

- 1718 for the address and opening hours of your nearest Espace Wallonie.

#### Liège

##### Habitat-Service

- o Rue Chevaufosse, 78 4000 Liège
- T: 04 226 20 55

##### Caritas International: Housing Café of Liège

- o Rue des Prémontrés 40 4000 Liège
- T: 0477 98 64 10

#### Charleroi

##### New Solidarities (Solidarités Nouvelles)

- o Boulevard Jacques Bertrand 8 6000 Charleroi
- T: 071 30 36 77

Hotline on Wednesdays from 10:00-12:00 and walk-in on Thursdays from 14:00-16:00

##### Relogeas

- o Rue de Monceau Fontaine 42/11 6031 Monceau sur Sambre
- T: 071 31 40 07

#### Hainaut

##### My Roof for You (A Toi mon Toit)

- [www.atoimontoit.be](http://www.atoimontoit.be)
- [info@atoimontoit.be](mailto:info@atoimontoit.be)

##### Ath

- o Marché aux Toiles 13 7800 Ath
- T: 068 45 52 28

##### Mons

- o Square Roosevelt 8 7000 Mons
- T: 0497 24 63 10

F

The regional home and integration offices have a mission to support housing needs, so you can call them if you are newly arrived. For full contact details see the **Training sheet** ► P.59

Equally, you can contact your nearest WAC. Find the contact information in the **Directory of Belgian Migration Sector** ► P.6

#### Woonloket

Most cities and towns have a housing service. They are called "woonloket" or "woonwinkel". You can find them on

- <http://www.wonenvlaanderen.be/huren/u-zoekt-een-beta-albare-huurwoning>

#### Anvers

- o Diksmuidelaan 276 2600 Antwerpen
- T: 03 320 29 70
- [www.deidealewoning.be](http://www.deidealewoning.be)

#### Ghent

- o Leiekaai 340 9000 Ghent
- T: 09 216 75 75
- [www.deGhentsehaard.be](http://www.deGhentsehaard.be)

#### Brugge

- o Handboogstraat 2 8000 Brugge
- T: 050 31 76 58
- [www.bruggehuisvesting.be](http://www.bruggehuisvesting.be)

#### Turnhout

- o Campus Blairon 599 2300 Turnhout
- T: 014 40 11 00
- [www.arkwonen.be](http://www.arkwonen.be)

#### Caritas International Housing Café of Antwerpen

- o Sint Jacobsmarkt 43 2000 Antwerpen
- [housingcafeantwerpen@caritasint.be](mailto:housingcafeantwerpen@caritasint.be)

Monday afternoons, register by email.

#### Tenants' Union (Huurdersbond)

They do not usually help with finding accommodation but can advise you on your rights and help you defending them. There is a registration fee but the first consultation is often for free. See:

- [www.huurdersbond.be](http://www.huurdersbond.be)

#### Anvers

- o **Huurdersbond**
- o Langstraat 102 2140 Borgerhout
- T: 03 272 27 42

Offices open on Tuesdays from 19:30-21:00 and Thursdays from 13:00-15:00

Membership: €17 per year.

#### Ghent

- o Grondwetlaan 56 b 9040 Sint-Amandsberg
- T: 09 223 28 77

Offices open on Thursdays 17:30-19:30  
Membership: €17 per year.

#### Bruges

- o Vlamingdam 55 8000 Bruges
- T: 050 33 77 15

Offices open on Mondays from 17:00-19:30, and Tuesdays and Fridays from 10:00-12:30  
Membership: €12 per year.

#### Hasselt

- o Albrecht Rodenbachstraat 29 bus 4 3500 Hasselt
- T: 011 333 576
- <http://www.huurdersyndicaat.be/>

Offices open on Mondays from 18:00-20:30 and Tuesdays from 13:00-15:00  
Membership: €12 per year.



## SECURITY DEPOSIT

Many landlords ask for a security deposit (or guarantee). This is a sum of money from the tenant that is set aside to pay for any rental damage or unpaid rent. If you leave the accommodation intact, you receive the guarantee back.

The maximum amount for a deposit is the equivalent of 2 months' rent if you are paying it yourself or 3 months' worth if a bank or CPAS is lending it to you.

In order to protect tenants, the law requires the deposit to be paid into a blocked bank account. If you do not have a bank account or the owner demands it to be paid in cash, ask him to give you a signed paper bearing his and your names, together with the date and the amount of money you gave him as a deposit.

If you have difficulties coming up with the amount of the security deposit, contact either your CPAS or a Housing Fund, if available in your area:

BRU

W

### Housing Fund of the Brussels Capital Region

- o Rue de l'Été 73  
1050 Brussels
- T: 02 504 32 11
- <http://www.fondsdulogement.be/>

Walk-in service  
open from Monday to  
Friday from 8:30-12:00  
and 12:45-16:00

### Flemish Fund for Rental Guarantees

- o Koning Albert II-laan 19  
1210 Brussels
- T: 02 553 19 10
- [huurgarantie.fonds@rwo.vlaanderen.be](mailto:huurgarantie.fonds@rwo.vlaanderen.be)

### Fonds des Garanties Locatives du Brabant Wallon (Ligue des familles)

- o Avenue des Croix du Feu 20  
1430 Rebecq
- T: 0494 31 74 68
- [fglbw@liguedesfamilles.be](mailto:fglbw@liguedesfamilles.be)

## REGISTRATION

Whenever you move into a new home while being a legal resident, you must go and register at the town hall's civil register within 8 days. This procedure is called "domiciliation".

If you are a legal resident, the municipality cannot refuse to register you, even if your accommodation is substandard. If they refuse, demand a written declaration expressing their decision. Immediately after, contact an organisation that can help you with filing an appeal. The organisations below can help you as well as those indicated in **the Directory of Belgian Migration Sector** ► P.6

### Youth Rights Service

- T: 02 209 61 61

### Walloon network for the fight against poverty

- T: 081 31 21 17

### Solidarity against exclusion collective

- T: 02 535 93 57



It is useless, and even dangerous, to try to register in a municipality if you do not intend to either apply for marriage, legal cohabitation, or a permit to stay.



## INFORMATION AND RIGHTS ON ENERGY (Gas, electricity, water)

Some services can help you choose a gas and electricity supplier and a pricing tailored to your income. They can also inform you about your rights and advise you in case you encounter any problems.

BRU

### Info for Gas&Electricity

- o Chaussée de Haecht 51 (ring bell number 7)  
1210 Brussels
- T: 02 209 21 90
- [www.infogazelec.be](http://www.infogazelec.be)

Open Monday to Friday:  
from 9:00-12:30 and 13:30-17:00,  
excluding Thursday mornings.

W

### Energy Info in Wallonia

- T: 081 390 626
- <http://www.energieinfowallonie.be/>

Mondays and Thursdays from 09:00-12:30.

F

### Flemish Regulator for the Electricity and Gas Market

- T: 1700 - freephone  
Monday to Friday from 09:00-19:00
- [http://www.vreg.be \(NL-FR-EN\)](http://www.vreg.be (NL-FR-EN))

Public regulator of gas and electricity services.  
Consumer advice.



# FAMILIES

**SOCIAL SECURITY BENEFITS**

**EARLY CHILDHOOD SERVICE**

**YOUNG PEOPLE**

**MARRIAGE**

**LEGAL COHABITATION**

**DIVORCE/SEPARATION/MEDIATION**  
consequences on the right  
of residence

**DOMESTIC VIOLENCE**

**FAMILIES WITH UNDERAGE**  
**CHILDREN WITH**  
**ILLEGAL RESIDENCE**



## SOCIAL SECURITY BENEFITS

### FAMILY ALLOWANCES

In principle, access to family allowance is based on two conditions: employment and residence in Belgium. Parents should therefore be legal residents and their children should be in Belgium.

Family allowances are usually paid to the mother of a child. However, if she is not a legal resident in Belgium but the father of the child is either Belgian or a legal resident, the application for family allowances can be submitted in his name (under certain conditions).

Whom to contact? You must apply for family allowances according to your employment status (employed, self-employed, etc.), either to the family allowances fund, the social insurance fund, or the national family allowances office.

For further information on the conditions to be granted family allowances based on your permit of stay, contact one of the organisations listed in **the Directory of Belgian Migration Sector, P.6**, or via the following links:

- <http://www.vivreenbelgique.be/5-la-protection-sociale/les-prestations-familiales>
- <http://www.atelierdroitssociaux.be/node/48>

### GUARANTEED FAMILY ALLOWANCES

This is a particular scheme for families who are not eligible for family allowances (under certain conditions: housing, resources, residence permit in order...).

You have to submit your application for guaranteed family allowances to the Federal Agency for Family Allowances (FAMIFED).

#### Federal Agency for Family Allowances (FAMIFED)

Head Office

- Rue de Trêve 70  
1000 Brussels
- T: 0800 94 434
- <http://flandre.famifed.be/fr/contact>

## EARLY CHILDHOOD SERVICE



### ONE

#### Brabant Wallon

- T: 02 656 08 81
- T: 02 656 08 90
- [asr.brabant.wallon@one.be](mailto:asr.brabant.wallon@one.be)

#### Brussels

- T: 02 511 47 51
- [asr.bruxelles@one.be](mailto:asr.bruxelles@one.be)

#### Hainaut

- T: 065 39 96 60
- [asr.hainaut@one.be](mailto:asr.hainaut@one.be)

#### Liège

- T: 04 344 94 94
- [asr.liege@one.be](mailto:asr.liege@one.be)

#### Luxembourg

- T: 061 23 99 60
- [asr.luxembourg@one.be](mailto:asr.luxembourg@one.be)

#### Namur

- T: 081 72 36 00
- T: 081 72 36 02
- [asr.namur@one.be](mailto:asr.namur@one.be)

### Accueil temps libre

Out-of-school reception service

- T: 02 542 12 59
- [info@one.be](mailto:info@one.be)

### Service Centre of Holidays

- T: 02 542 12 40
- [info@one.be](mailto:info@one.be)



## KINDEN GEZIN - NL

To find your nearest branch, contact the call centre on:

- T: 078 150 100

## YOUNG PEOPLE



**Brussels-J** is a website for young people with information on education, employment, unemployment, your rights and many other topics. Each fact sheet offers you the possibility to anonymously post any questions and a professional will reply as soon as possible.

Website:

- <http://bruxelles-j.be/>

An **AMO** (Open Youth Centre Service) is a place where you can access counselling, information, advice, support and guidance. The service tries to address problems affecting young people in their daily lives.

List of AMOs:

- In Brussels:
  - <http://amobxl.be/>
- In Wallonia:
  - <http://www.aidealajeunesse.cfwb.be/index.php?id=329>

#### Info for Young People

- T: 081 980 816

Find a centre in Belgium:

- <http://www.infor-jeunes.be/site/centre>
- [federation@inforjeunes.be](mailto:federation@inforjeunes.be)



### Lejo - Jeugdwerk

- Antwerpsesteenweg 701  
9040 Sint-Amandsberg
- T: 092232154
- <http://www.lejo.be>
- [info@lejo.be](mailto:info@lejo.be)

## MARRIAGE



### OBSTACLES IN A MARRIAGE PROCEDURE

#### POSTPONING A CELEBRATION:

If there is a doubt about the real motives of a marriage, an official of the Register Office may request that the chosen date to celebrate the wedding shall be postponed for two months in order to allow for a police investigation to be carried out (this period can be extended further). In case of postponement, the officer of the Register Office will inform the future spouses. If within that period no decision is made, the marriage has to be celebrated by the municipality.

#### REFUSING A CELEBRATION:

The officer of the Register Office may refuse to celebrate the marriage if he either consider that the conditions for marriage are not met, or he feel that the marriage could interfere with public order. In this case, both parties may appeal within one month of the decision notification in front of the Court of 1<sup>st</sup> Instance.

#### WHAT HAPPENS IN AN INVESTIGATION OF A SUSPECTED SHAM MARRIAGE?

The official of the Register Office may decide to postpone the celebration to allow for a police investigation that ensures that it is not a so-called “sham” or “convenience” marriage. This investigation may happen in several ways:

- By collecting information from neighbours, the landlord, a caretaker, the municipality, the couple’s entourage, etc.

- Through (repeated) visits at the spouses’ home, in order to check the conditions of life and the reality of cohabitation. In this context, you are not obliged to let them enter your home and officers cannot use force to enter. However, this refusal could subsequently lead to a refusal of marriage celebration.

- By summoning future spouses to the police station for questioning them about the grounds of their union. In this context, the future spouses are heard separately and considered as suspicious. The police officers will ask questions such as: How did you meet your spouse? Who introduced you to each other? Who are your spouse’s family members and what do they do for a living? When did you talk about marriage for the first time? What are your spouse’s preferences in food, literature, cinema, etc.? Unless you have had time to calmly read the written statement of the interrogation, it is not recommended to sign it immediately. It is best to ask that a copy is sent to you, which can take up to a month.

## LEGAL COHABITATION



Legal cohabitation is based on a **shared accommodation only**. A brother and sister will be able to register a legal cohabitation (but will not gain access to family reunification). Also, an undocumented person will be able to register a legal cohabitation or a marriage.

A person with illegal residence status may also apply for legal cohabitation or marriage.

Unlike with the marriage procedure, there is no list of necessary documents. Generally speaking, the municipality requires documents to verify that certain conditions are met such as: an identity card (or passport), proof of celibacy and the agreement signed before a notary (optional).

#### MARRIAGE/LEGAL COHABITATION: WHAT ARE THE OPTIONS?

As for marriage, an investigation may be initiated by the police at the request of the officer from Register Office. In case of a negative decision, both cohabitants must be notified. From receipt of the notice, they have one month to appeal to the Court of 1<sup>st</sup> Instance.

As this type of interview with the police can be very intrusive, we strongly advise couples to **contact their lawyer or a specialised organisation** in order to best prepare for the interrogation. Refusing to attend the interrogation usually triggers a refusal of marriage celebration.

Check the website of the “**Amoureux, vos papiers!**” project. It is a support network for couples confronted with Belgian migration policy and includes a collection of testimonies as well as monthly advice and exchange meetings.

Website:

- [www.amoureuxvospapiers.com](http://www.amoureuxvospapiers.com)
- [facebook.com/amoureuxvospapiers](https://facebook.com/amoureuxvospapiers)

Contact organisations specialising in migrants’ rights, see **Directory of Belgian Migration Sector** ► P.6

## DIVORCE/SEPARATION/MEDIATION

If a marriage does not work anymore there are several ways to end it officially: either by divorce (by mutual consent or irreconcilable differences), by mediation or by de facto separation. Whichever option is considered, there should be a helpful address below.

### CONSEQUENCES ON THE RIGHT OF RESIDENCE

These consequences depend on the timing of your divorce (or separation), and the type of residence card you possess at that time. Generally speaking, the Immigration Office (OE/IBZ) can withdraw the right of residence from people who obtained the permit on the basis of family reunification, if they no longer fulfil the conditions for obtaining it (especially due to divorce or separation).

As a matter of fact, the Immigration Office (OE/IBZ) has control possibilities once the residence permit is granted, which last for a period of 3 to 5 years, depending on the legal basis of your right of stay.

But in case of domestic or intrafamily violence, separation or divorce occurring during the aforementioned period will not result in the removal of the residence permit.

To find out what the risks for the residence permit are in case of a separation and/or divorce, it is advisable to contact an organisation specialising in migrants' rights, see **the Directory of Belgian Migration Sector** ► P.6

BRU

**Free Clinic asbl**  
see **Health Care sheet**  
 **P.18**

**Centre M.I.R asbl**

- o Place Philippe Werrie 16  
1190 Brussels
- T: 02 502 06 05

Resolve family conflicts involving underage children (divorces, separations...)

**Interactes asbl**

- o Avenue des Citronniers 22  
1020 Brussels
- T: 02 350 21 28

Mediation and family therapy in case of a separation or divorce. Help for conflict resolution.

**Wedding and Migration Network (Réseau Mariage et Migration)**

- o Rue Royale Sainte-Marie 70  
1030 Brussels
- T: 02 241 91 45
- [info@mariagemigration.org](mailto:info@mariagemigration.org)

**NO INDIVIDUAL HELP!**

It provides information, documentation and guidance towards member organisations of the network.

**Allô Info Familles**

- T: 02 513 11 11

Hotline for anyone facing difficulties and questions around parenting and family issues; anonymous listening service and referral to appropriate services.

Monday to Friday  
from 10:00-17:00 and  
Mondays, Tuesdays  
and Thursdays  
from 20:00-22:00

W

**Atelier du lien asbl**

- o Voie de la Petite Reine 1/106  
1348 Louvain-La-Neuve
- T: 0475 72 13 72

**Mediation Research Centre (Centre de Recherche sur la médiation asbl)**

- o Rue Auguste Buisseret 24  
4000 Liège
- T: 04 253 06 15
- T: 0498 41 41 97

F

**Defence of Divorce and Divorced People - Limburg (BGMK Relatie en (Echt)scheiding)**

- o Leopoldplein 50  
3500 Hasselt
- T: 011 22 66 33
- T: 011 22 63 58
- <http://www.bgmk.org>
- [jacques.vandepuut@skynet.be](mailto:jacques.vandepuut@skynet.be)

Legal, financial, tax and psychological support.

Many other organisations of the Flemish Region can help you in case of a divorce, separation, family problems...  
Check their website:  
● <https://www.desocialekaart.be/zoek?who=echtscheiding>

## DOMESTIC VIOLENCE

Any victim of domestic violence has the right to protection and must be able to enforce it **even if their residence situation is not legal or is being processed.**


There are different types of domestic violence, such as physical and sexual violence (beatings, injuries and rape), verbal and psychological (verbal abuse, humiliation) but also administrative or economic (prohibition of carrying out administrative procedures, confiscation of important documents).


These forms of violence can be exercised both by a spouse as well as any other members of the family (so-called intrafamily violence) and can have serious consequences, both for the victims as well as their children.

Before filing a complaint, we recommend hiring a lawyer specialising in immigration law or criminal law, and going through a service specialising in domestic violence (see useful addresses below). It is also important to see a doctor for a medical certificate proving the abuse.






When the victim is undocumented, it is strongly advised against filing a complaint directly with the police because it may cause a detention in a detention centre (see **THE Detention Centre sheet**  **P.75**).

We recommend to first seek advice from a lawyer who can file the complaint directly with the public prosecutor (see **Law Enforcement sheet**  **P.73**).

When the situation is urgent and protection is needed as fast as possible, call **112**, or **1712 in Flanders**. At this point, mentioning your undocumented “status” to the service is important in order for them to give you advice in full knowledge of your circumstances.

Before leaving your home, make sure you have important documents with you (identity documents, bank card, birth certificate, marriage certificate...). From the moment you no longer live in the marital home, you must inform the Immigration Office (OE/IBZ) and explain your situation. This will prevent the OE/IBZ from either taking away your residence permit, if you have one, or refusing to grant you one, if your family reunification procedure is still ongoing.

Do not hesitate to contact an organisation specialising in migrants’ rights. They can provide information on residence rights in cases of domestic violence within the context of family reunifications for example. See **the Directory of Belgian Migration Sector**  **P.6**



### Domestic violence hotline

- T: 0800 30 030  
FREEPHONE

Specialist service addressed to anyone affected by domestic violence and/or intrafamily violence offering: a listening service, administrative and welfare aid, counselling services for individuals or couples, a support group (for women), and accommodation for women with or without children (no age limit, confidential).

This is not an emergency number but a number available from Monday to Saturday from 9:00 - 19:00.

### Centre for Prevention of Domestic Violence

- Avenue des Casernes 29  
1000 Brussels
- T: 02 539 27 44

### Open Doors - Reception of women in difficulty

- Rue du Boulet 30  
1000 Brussels
- T: 02 513 01 08

### Association 29 rue blanche - Women’s Movement

- Rue Blanche 29  
1060 Brussels
- T: 02 538 47 73

### Garance asbl

- Boulevard du Jubilé 155  
1080 Brussels
- T: 02 216 61 16
- [info@garance.be](mailto:info@garance.be)



### CAW of East-Flanders - Intrafamily Violence / Domestic Violence

- Remparden 10  
9700 Oudenaarde
- T: 055304632
- <http://www.cawoostvlaanderen.be>
- [onthaal.oude.naarde@cawoost.vlaanderen.be](mailto:onthaal.oude.naarde@cawoost.vlaanderen.be)

### CAW of East-Flanders - Refuge of Gent

- Postbus 183  
9000 Gent
- T : 09 223 02 21
- <http://www.cawoost.vlaanderen.be>
- [vluchthuis@cawoost.vlaanderen.be](mailto:vluchthuis@cawoost.vlaanderen.be)

There are many other organisations that can help you in case of domestic abuse. Check out:

- <https://www.desocialekaart.be/zoek?who=huiselij%20geweld>

## SERVICE TRACING

If you have lost loved ones at your arrival in Europe, the tracing service from the Red Cross can help you find them back.



### Red Cross - Tracing Service

- Rue de Stalle 96  
1180 Brussels
- T: 02 371 31 58
- [service.tracing@croix-rouge.be](mailto:service.tracing@croix-rouge.be)



### Red Cross

- Motstraat 40  
2800 Mechelen
- T: 015 44 35 22
- T: 015 44 35 23
- [tracing@rodekruis.be](mailto:tracing@rodekruis.be)

## FAMILIES WITH UNDERAGE CHILDREN WITH ILLEGAL RESIDENCE

For all families with at least one child under the age of 6, the **Youth Rights Service** proposes a socio-legal drop-in service for all aspects of daily life (education, housing, health ...)



- Rue Van Artevelde 155  
1000 Brussels



### Arlon

- Grand-Rue 28  
(1<sup>er</sup> étage)  
6700 Arlon
- T: 063 23 40 56
- [luxembourg@sdj.be](mailto:luxembourg@sdj.be)

### Mons

- Rue Tour Auberon  
2A  
7000 Mons
- T: 065 35 50 33
- [mons@sdj.be](mailto:mons@sdj.be)

### Charleroi

- Boulevard Audent 26  
5<sup>e</sup> étage  
6000 Charleroi
- T: 071 30 50 41
- [charleroi@sdj.be](mailto:charleroi@sdj.be)

### Namur

- Rue du Beffroi 4  
5000 Namur
- T: 081 22 89 11
- [namur@sdj.be](mailto:namur@sdj.be)

### Liège

- Rue Lambert le Begue 23  
4000 Liège
- T: 04 222 91 20
- [liege@sdj.be](mailto:liege@sdj.be)

### Verviers

- Rue des Sottais 1  
4800 Verviers
- T: 087 46 02 42
- [verviers@sdj.be](mailto:verviers@sdj.be)



### Centre for Social Work - CAW (Centrum Algemeen Welzijnswerk) see the Directory of Belgian Migration Sector P.8

- On the website:
- <http://www.caw.be/zoek-je-hulp>

You will find contact details and opening hours of all CAWs of the Province of your choice (Limburg, Antwerpen, Flemish Brabant, East Flanders, West Flanders and Brussels-Capital Region).



# MENA

THE MENA STATUS

VERIFYING THE MINORITY

MENA RIGHTS

RECEPTION OF MENA

LEGAL AID

BIM STATUS

THE CHANGES WHEN  
TURNING 18



## THE MENA STATUS

Any child under the age of 18, who is outside their country of origin and separated from their parents or their guardian, is considered an Unaccompanied Minor Migrant (French: Mineur Étranger Non Accompagné - MENA). Some children are totally alone while others may live with members of their extended family (yet still qualify as MENA).

To qualify for this status, you must contact the **Guardianship Service**:

- T: 078 15 43 24
- [tutelles@just.fgov.be](mailto:tutelles@just.fgov.be)

### VERIFYING THE MINORITY

The Guardianship Service identifies a young migrant, which means that it checks whether the conditions are met for the minor to be considered MENA.

If there is a doubt about the age, the Guardianship Service will conduct medical tests, interviews, analysis of documents and collection of opinions from social workers in the observation and guidance centres.

If the MENA is concluded to be underage, full support is carried on and a guardian is appointed without delay. However, if they are found to be of age, their support ends. An appeal against this decision can be registered with the State Council (Conseil d'État - CE) within 30 days of the notification.

The Immigration Office (OE/IBZ) uses a "medical age test" or "bone test" though the results are not 100% reliable (they can misjudge by a margin of up to two years, classifying someone as 18 years old instead of 16), despite identi-

fication proving that someone is indeed underage. This practice is common, so if you are found of age while you are in fact a minor, contact an organisation or a lawyer ([see ► P.49 of this sheet](#)).

**! WARNING: To be recognised as MENA and be entitled to such reception, the minor must register at the Immigration Office (OE/IBZ). A summons will then be sent. If the minor has no address, they should contact an organisation or a lawyer. If the minor does not present himself at the latest after two summonses have been sent by the Immigration Office (OE/IBZ), the minor will lose the status of MENA.**

## MENA RIGHTS

For MENA asylum seekers and those who do not apply for asylum, material aid is offered via the centres which host minors.

### RECEPTION OF MENA

Regardless of their asylum seeking status, MENAs are firstly received at one of the two centres run by Fedasil, located in Neder-over-Heembeek and Steenokkerzeel. In principle, the maximum duration of stay at those centres is of 30 days in order to process identification and the appointment of a guardian.

After this, Fedasil directs the minor to a structure for MENA managed either by Fedasil or one of its partners.

If the minor is not an asylum seeker, Fedasil directs them towards a centre run by the Communities (French, Flemish or German).

## BIM STATUS

A MENA is entitled to the insurance funds' status of BIM, which among other things enables them to obtain larger refunds for health care, a subscription to public transport at a reduced price, etc.

For more information, talk to your insurance fund and/or your guardian.

### FOR MENA WITH REFUGEE STATUT

The CPAS offer financial assistance to refugees who have either been recognised as MENA or have been granted subsidiary protection (for a year, or longer, if subsidiary protection has been extended).

In the interest of the MENA, they can also be hosted by a family member (uncle, aunt, brother, etc.) or a friend. Their allocated guardian is in charge of undertaking this process. The guardian cannot host a minor in their home.

## LEGAL AID

Every MENA is entitled to free legal aid. For any questions, please contact the specialist organisations and lawyers listed below.

### Youth Rights Service

#### Platform for Minors in Exile (FR - NL)

- Rue Van Artevelde 155 1000 Brussels
- T: 02 210 94 91
- [mineursenexil@sdj.be](mailto:mineursenexil@sdj.be)
- <http://www.kinderenopdevlucht.be/fr/>

#### A & A - Help and Assistance for Unaccompanied Minor Migrants and their Guardians

- [a-e-a@tvcablenet.be](mailto:a-e-a@tvcablenet.be)

A & A brings together guardians who, as part of their search for durable solutions for their wards, are looking to source human, financial and material resources needed to fulfil their mission.

### Legal Aid Office of Brussels - MENA section

- Extension of the Justice Palace Rue des Quatre Bras 19 1000 Brussels

FR:

- T: 02 519 85 59
- T: 02 508 66 57

In Flandres:

- T: 02 514 16 53
- [info@bajbxl.be](mailto:info@bajbxl.be)

Open from:

Monday to Friday from 8:30-10:00 and from 13:00-15:00 (the office closes on Wednesday and Friday afternoons).

NL:

- T: 02 519 84 68
- [BJB@baliebrussel.be](mailto:BJB@baliebrussel.be)

Office hours from Monday to Friday from 8:30-12:30 and 13:30-16:00.

Hotline opens from: 13:00 onwards.

All organisations listed in the **Directory of Belgian Migration Sector** ► [P.6](#) are also competent to provide information and advice



## WHAT CHANGES WHEN TURNING 18



Approaching 18 years of age is always a distressing period for MENA. Several changes take place around their tuition, accommodation, reception and guardianship.

### EDUCATION

At age 18, compulsory schooling ends. Schools can continue to educate young adults, but nothing forces them to do so. In most cases, there will not be any problem if a student continues their education in the school where they were already registered. But if a student has to change schools for whatever reason, they will find it extremely difficult to find a school that will accept them. Moreover, once a student becomes an adult, free education is no longer guaranteed. He will therefore have to pay a tuition fee. However, some schools have a social fund to help adult pupils with no income. Talk to your school's social worker or a teacher whom you trust.

**! IMPORTANT:** Sometimes mobilising students' parents and teachers can help you continue your education and carry out your administrative procedures.

You can contact:

#### MRAX

- o Rue de la Poste 37.  
1210 Brussels
- T: 02 209 62 55
- T: 02 209 62 50
- T: 02 209 62 58



### RECEPTION AND ACCOMMODATION


Normally, when the MENA is hosted in a federal reception centre and they are no longer or not at all seeking asylum, they will have to leave the centre at the age of 18. However, in most cases they can remain in the centre until the end of the school year.


When the MENA is hosted in a reception structure attached to the Communities, all support from the "Youth Rights service" or the "Comité voor Bijzondere Jeugdzorg" stops, once they reach 18 years of age.

**! IMPORTANT:** Young people who received this assistance before reaching 18 years of age can continue to benefit from it until the age of 20 (in the Federation of Wallonia-Brussels) or 21 (in the Flemish Community), provided they request it before turning 18.

### THE RIGHT OF RESIDENCE

In practice, when the MENA reaches 18 years of age with a fixed term CIRE (work permit), their record is automatically transferred to the department of "Long-term stay" at the Immigration Office (OE/IBZ).

When the MENA reaches 18 either without a residence permit or with a precarious residency status (registration certificate), they automatically become an illegal resident. A person of age with illegal residence is always at risk of being issued with an order to leave the territory and being held in a detention centre at the borders for the purpose of deportation (**see Detention Centres sheet**  **P.75**).

A MENA who is either approaching 18 or has already turned 18, can always apply for a residence application for regularisation on the basis of Act 9 bis (**see Main Procedures for Stay sheet**  **P.11**).



# EDUCATION

COMPULSORY EDUCATION

FRENCH EDUCATION

DUTCH EDUCATION

SCHOOLING FOR NEWLY  
ARRIVED MIGRANTS

OVERSEAS DEGREE  
EQUIVALENCY



## COMPULSORY EDUCATION

Education is a Community competence. This means that there are organisational differences between French and Dutch institutions. Additionally, there are two education networks in Belgium, the **official network** (public) and the **free network** (faith-based).

For the whole of Belgium and the network, all minors (under 18) who live in Belgium are obliged to attend school. With or without a residence permit, all children must be enrolled in a school from the age of 6.

## FRENCH EDUCATION

The Wallonia-Brussels Federation (FWB - Fédération Wallonie-Bruxelles) organises education (preschool, primary, secondary and higher) in Brussels (the French-speaking part) and in Wallonia.

FWB's website:

- <http://www.enseignement.be/index.php?page=25561&navi=3335>

### REGISTRATION

In some municipalities it is difficult to find a school for a first registration, so it is very important that you start the process several months in advance. Generally, registration opens in December for the following school year.

To apply for the first year of "secondary" school (for students who have obtained the Certificate of Basic Studies CEB) call the freephone:

- T: 0800 188 55  
From Monday to Friday from:  
8:30-12:00 and 13:00-16:30.
- [inscription@cfwb.be](mailto:inscription@cfwb.be)
- <http://www.inscription.cfwb.be/>

For applications for mainstream preschool, primary and secondary schools, as well as for specialist nursery, primary, secondary and Daspa schools (see ► **P.56 of this sheet**), and for students who have reached majority of age who, after submitting their equivalence of diplomas have been referred to secondary education:

### General Directorate of Compulsory Education

- Madame Rusura  
T: 02 690 88 93  
● [arlette.rusura@cfwb.be](mailto:arlette.rusura@cfwb.be)
- Madame Montante  
T: 02 690 84 97  
● [sabrina.montante@cfwb.be](mailto:sabrina.montante@cfwb.be)


In **Brussels**, some municipalities have their own registration service. You will find a freephone number on your municipality's website.

To find out about available places in preschools and primary schools:


- [http://www.placesecolesmaternellesetprimaires.cfwb.be/index.php?id=places\\_disponibles&no\\_cache=1](http://www.placesecolesmaternellesetprimaires.cfwb.be/index.php?id=places_disponibles&no_cache=1)

To find the contacts of your nearest facilities of the official network:

- [http://www.inscription.cfwb.be/index.php?id=sel1&no\\_cache=1](http://www.inscription.cfwb.be/index.php?id=sel1&no_cache=1)

 **CAUTION: Registrations for subsidised schools from the Free Network are done directly at the schools.**



 **WARNING: A school cannot refuse to enrol a child in an irregular situation. Therefore, if you are at your interview with the school's head and they refuse to register your child, they must give you a certificate.**

## SCHOOL SUPPORT

There are places to help you throughout your children's school time, such as for the **registration** (if you do not speak French), or if your child is having **problems in their schooling** (exclusion from school, integration difficulties, disagreements with the class council, etc.).

These are places to get information, advice and support on any schooling issues.

In case of **temporary or permanent** exclusion from a school:

### General Directorate of Compulsory Education

- Madame Rusura  
T: 02 690 88 93  
● [arlette.rusura@cfwb.be](mailto:arlette.rusura@cfwb.be)
- Madame Montante  
T: 02 690 84 97  
● [sabrina.montante@cfwb.be](mailto:sabrina.montante@cfwb.be)

### ONE - Department for School Duties

- T: 02 542 14 65  
● [info@one.be](mailto:info@one.be)

### Psychological, Medical and Social centres (PMS)

The PMS Centre counts with psychologists (counsellors and educational psychology assistants), social workers (social assistants) and nurses (paramedics) who work as a team. Additionally, each PMS centre also has a dedicated doctor attached to it.

To find a PMS centre near you:

- T: 0800 20 000

### Inför Youth

See Family sheet  ► **P.37**

### Youth Rights Service

See Family sheet  ► **P.37**

## DUTCH EDUCATION

The Flemish Education Authorities (Vlaamse Onderwijs) manage the Dutch education system. For any questions about education in the Flemish Community such as knowing and being accompanied through the registration procedures, managing a refusal of a registration by a school, or getting information on special education, call:

- T: 1700
- T: 02 553 1700
- <http://onderwijs.vlaanderen.be/node/1949>  
(in Dutch)

### REGISTRATION

Registration is done directly in the school of your choice.

### EDUCATION SUPPORT

In the Flemish community, every school provides an education support and guidance service with additional teaching hours.

## SCHOOLING FOR NEWLY ARRIVED MIGRANTS

The definition of newly arrived includes any migrant who has been staying in Belgium for less than three years, has a residence permit for more than three months and is registered in a municipality's Migrants Register.

There are **measures for reception and schooling of newly arrived students (Dispositif d'Accueil et de Scolarisation des élèves Primo-Arrivants)** in education. This measure comes in the shape of so-called DASPA classes. Reception there is limited in time (from 1 week to 18 months) and only applies to students in compulsory education who arrived in Belgium less than a year ago.

**! CAUTION: In theory, EU nationals and binational children with one parent from the EU cannot be enrolled in a DASPA class. However, some institutions agree to open their classrooms to European or binational children.**

To find a school with DASPA classes in Brussels or Wallonia:

- <http://www.enseignement.be/index.php/index.php?page=23677&navi=117>

## OVERSEAS DEGREE EQUIVALENCY

Generally speaking and in order to validate a degree in Belgium that was obtained abroad, you must apply for a degree equivalency procedure. This procedure can be long and involve many stakeholders. We therefore strongly recommend getting information from a competent organisation before taking any action.

BRU

W

### The CIRÉ

See the **Directory of Belgian Migration Sector**  
▶ P.6

F

### National Academic Recognition Information Centre - Flanders - Naric Flandre

- o Koning Albert II-laan 15  
1210 Brussels
- T: 02 553 17 00
- [naric@vlaanderen.be](mailto:naric@vlaanderen.be)
- <http://www.ond.vlaanderen.be/naric/en/index.htm>

# TRAINING

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TRAINING

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THE PROCESS OF INTEGRATION  
OR RECEPTION

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LITERACY COURSES AND  
COURSES IN FRENCH/DUTCH  
AS FOREIGN LANGUAGE

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APPENDIX

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## TRAINING

If you wish to continue your education, take further training or do an apprenticeship, you can apply for the Education for Social Promotion (ESP) programme. The minimum age varies between education levels and may go as low as 15 years. The courses may be taught during the day or as evening classes and the teaching is structured around partnerships with the professional world.



To find an establishment of social promotion and get to know the programmes on offer, visit the following link:

- <http://enseignement.be/index.php?page=26034>

### Training in Brussels (Bruxelles-Formation)

- Bd Bischoffsheim 22-25  
1000 Brussels
- T: 0800 555 66
- <http://www.bruxellesformation.be/>

To register as a jobseeker:

See the [Employment sheet](#) **P.67**

### Wallonia Youth Info Federation

- Rue Godefroid 20  
5000 Namur
- T: 081 98 08 16
- [federation@inforjeunes.be](mailto:federation@inforjeunes.be)

### Brussels Youth Info

- Rue Van Artevelde 155  
1000 Brussels
- T: 02 514 41 11
- [bruxelles@ijbxl.be](mailto:bruxelles@ijbxl.be)



An educational institution can independently evaluate any degrees and licenses you gained in your home country. It does not grant official recognition of foreign titles, but determines, possibly after a test, at what level you can register as a pupil or student.

The educational institution can provide you more information on the documents to be submitted. This procedure via the educational institution is usually subject to payment.

To search for a course:

- <http://www.vlaanderen.be/nl/onderwijs-en-wetenschap/onderwijsaanbod/een-school-opleiding-zoeken>

The procedures are more hierarchical in Flanders. First of all, you will have to contact the Flemish Service for Employment Research and Professional Education (VDAB). See the [Employment sheet](#) **P.67**

## THE PROCESS OF INTEGRATION OR RECEPTION

The integration process varies, depending on whether you are in Wallonia (CRI, Regional Integration Centre), in Flanders (**Inburgering**), in Brussels within the Dutch-speaking (**BON**), or within the French-speaking (**BAPA**) system.



### FRENCH-SPEAKING

Non-mandatory process, but keep yourself informed because this is going to change.

#### CONDITION

Having held a residence permit for more than 3 months while having been in Belgium for less than 3 years, and be non-European.

#### CONTENT

Support and guidance for any specific requirements that may arise (administrative monitoring, research of school for the children or for housing, applying for diploma equivalency, searching a lawyer, searching a psychologist, etc.)

#### VIA asbl

- T: 02 563 52 52
- [www.via.brussels](http://www.via.brussels)
- [info@via.brussels](mailto:info@via.brussels)

#### Via Schaarbeek

- Rue Kessels 14  
1030 Schaarbeek

#### Via Molenbeek

- Bvd Léopold II 170  
1080 Molenbeek

#### BAPA- BXL asbl

- Boulevard Anspach 1 / 24  
1000 Brussels



### DUTCH-SPEAKING

The procedure is mandatory.

#### CONDITIONS

Having held a residence permit for more than 3 months while having been in Belgium for less than 3 years.

#### CONTENT

- Reception - Information on the procedures of integration.
- Language assessment (French or Dutch language level).
- Training for citizenship to understand the functioning of Belgium.
- Assistance in the search of employment or training.

#### BON

- Rue de l'avenir 35  
1080 Molenbeek
- T: 02 501 66 80
- [www.bon.be](http://www.bon.be)
- [info@bon.be](mailto:info@bon.be)

#### Bruxelles-Ville

- Rue Ph. De Champagne 23  
1000 Brussels

#### Anderlecht

- Rue des déportés 1  
1070 Brussels

#### Schaerbeek

- Place Collignon 10  
1030 Brussels





W

The process is mandatory.

### CONDITIONS

Having held a residence permit for more than 3 months and been in Belgium for less than 3 years.

### CONTENT

- Reception - Information on the procedures of integration.
- Language assessment (French or Dutch language level).
- Training for citizenship to understand the functioning of Belgium.
- Assistance in the search of employment or training.

#### For the region of Namur

##### **Namur Centre of Intercultural Action (CAI Namur)**

- o Rue Docteur Haibe 2  
5002 Saint-Servais (Namur)
- T: 081 73 71 76
- [www.cainamur.be](http://www.cainamur.be)

#### For the region of Luxembourg

##### **CRILux**

- o Rue de l'Ancienne Gare 32  
6800 Libramont
- T: 061 21 22 07
- [info@crilux.be](mailto:info@crilux.be)
- [www.crilux.be](http://www.crilux.be)

##### **Miroir Vagabond asbl**

- o Vieille route de Marenne 2  
6990 Bourdon
- T: 084 31 19 46
- [bureau@miroirvagabond.be](mailto:bureau@miroirvagabond.be)

#### For the Central region

(Anderlues, Binche, Braine-le-Comte, Chapelle-les-Herlaimont, Ecaussinnes, Enghien, Estinnes, La Louvière, Lessines, Le Roeulx, Manage, Morlanwelz, Seneffe, Silly, Soignies, Merbes-le-Château, Erquelines, Estampuis, Pecq, Celles, Flobecq, Frasnes-lez-Anvaing, Comines-Warнетon, Mouscron, Mont-de-l'Enclus, Elezelles)

##### **Central Region Centre of Intercultural Action (CeRAIC)**

- o Rue Dieudonné François 43  
7100 Trivières
- T: 064 23 86 56
- [ceraic@skynet.be](mailto:ceraic@skynet.be)
- [www.ceraic.be](http://www.ceraic.be)

#### For the region of Mons and Borinage

(Boussu, Colfontaine, Dour, Frameries, Hensies, Honnelles, Jurbise, Lens, Mons, Quaregnon, Quévy, Quévrain, Saint-Ghislain, Tournai, Ath, Brugelette, Bernissart, Beloeil, Chièvres, Leuze-en-Hainaut, Peruwelz, Antoing, Brunehaut, Rumes)

##### **Intercultural Centre of Mons and Borinage (CIMB)**

- o Rue Grande 38  
7330 Saint-Ghislain
- T: 065 61 18 50
- [cimb@skynet.be](mailto:cimb@skynet.be)
- [www.cimb.be](http://www.cimb.be)

#### For the municipalities of the province of Hainaut

Except the ones covered by the CeRAIC and IMC:

##### **Charleroi Regional Centre for Integration (CRIC)**

- o Rue Hanoteau 23  
6060 Gilly
- T: 071 20 98 60
- [www.cricharleroi.be](http://www.cricharleroi.be)

Socio-legal aid by appointment only.

#### For the region of Verviers

(Aubel, Baelen, Dison, Herve, Jalhay, Lierneux, Limbourg, Malmédy, Olne, Pepinster, Plombières, Spa, Stavelot, Stoumont, Theux, Thimister-Clermont, Trois-Ponts, Verviers, Waimes, Welkenraedt)

##### **Verviers Regional Centre for Integration (CRVI)**

- o Rue de Rome  
174800 Verviers
- T: 087 35 35 20
- [www.crvl.be](http://www.crvl.be)

#### For the region of Liège

Municipalities of the Liège province except all German-speaking municipalities and those covered by the CRVI.

##### **Regional Centre for the Integration of foreign people of Liège (CRIPEL)**

- o Place Xavier Neujean 19B  
4000 Liège
- T: 04 220 01 20
- [secretariat@cripel.be](mailto:secretariat@cripel.be)
- [www.cripel.be](http://www.cripel.be)

#### For the province of Walloon Brabant

##### **Regional Centre for Integration of Walloon Brabant (CRIBW - Centre régional d'Intégration du Brabant wallon)**

- o Rue de l'Industrie 17A. 1400 Nivelles
- T: 067 33 15 69
- [info@cribw.be](mailto:info@cribw.be)
- [www.cribw.be](http://www.cribw.be)

Socio-legal hotline (employment):

- T: 0499 75 03 28

Social counselling:

- T: 067 33 15 69

F

Same conditions as the Dutch-speaking part of Brussels.

#### **Gent**

- o Elfjulistraat 39C  
9000 Gent
- T: 09 321 86 00

#### **Antwerpen**

- o Brusselsepoortstraat 8  
2800 Mechelen
- T: 015 28 18 30

#### **Limburg**

- o Universiteitslaan 3  
H-Blok  
2de verdieping  
3500 Hasselt
- T: 011 30 56 00

#### **Vlaams-Brabant**

- T: 016 47 43 11

#### **West-Vlaanderen**

- o President Kennedypark 30  
8500 Kortrijk
- T: 056 74 21 50

## LITERACY COURSES AND COURSES IN FRENCH/DUTCH AS FOREIGN LANGUAGE

Lots of organisations provide free literacy courses for people who cannot read or write, as well as French-as-a-foreign-language courses. The latter are for people who learnt to read and write in their country of origin or elsewhere, and would like to learn French or Dutch.

The courses are usually mixed but it is possible to find courses for women only. You can also find evening courses if you work. Some courses are more focused on learning French or Dutch in a scholar way, while others teach French or Dutch through practical workshops (cooking, theatre, conversation groups, etc.).

Moreover, Actiris, Forem or VDAB often require jobseekers to present a certificate of registration and attendance of French classes in order to be eligible for social integration benefits. **A minimum of 9 hours** is typically required. In the context of a general lack of places for literacy courses and a lack of jobs for the less skilled, the organisation of "Lire et Ecrire" has drafted a response example that you can download.

See Training's Appendix 1 ► P.66



These organisations do usually not require an identity document or a residence permit.





## LITERACY AND FRENCH-AS-A-FOREIGN-LANGUAGE COURSES

BRU

**Reading and Writing (Lire et Ecrire asbl)**

- o Rue de la Borne 14 1080 Brussels
- T: 02 412 56 10

**League of Learning and Continuing Education (LEEP)**

- o Rue de la Fontaine 2 1000 Brussels
- T: 02 514 26 01

**Evening language classes**

- o Rue Ernest Allard 49 1000 Brussels
- T: 02 513 06 82

**Alpha Collective asbl**

Branch of Saint-Gilles

- o Rue de Rome 2 1060 Brussels
- T: 02 538 36 57

Branch in Forest

- o Bd de la II<sup>e</sup> Armée Britannique 27 1190 Brussels
- T: 02 349 82 30

**Feminine Life**

- o Boulevard de l'Abattoir 27/28 1000 Brussels
- T: 02 513 69 00
- [bruxelles@viefeminine.be](mailto:bruxelles@viefeminine.be)

**Feminine Life (Vie Féminine)**

Mouscron

- o Rue Saint-Joseph 8 7700 Mouscron
- T: 056 33 41 27
- [picarde@viefeminine.be](mailto:picarde@viefeminine.be)

Eupen

- o Neuwestrasse 59 4700 Eupen
- T: 087 55 54 18
- [frauenliga@viefeminine.be](mailto:frauenliga@viefeminine.be)

Huy - Wareme - Ourthe-Amblève

- o Rue de Selys Longchamps 84 4300 Wareme
- T: 019 32 30 57
- [wareme@viefeminine.be](mailto:wareme@viefeminine.be)

Charleroi-Thuin

- o Rue de Montigny 46 6000 Charleroi
- T: 071 32 13 17
- [charleroi@viefeminine.be](mailto:charleroi@viefeminine.be)

Centr'Hainaut

- o Rue du Marché 6 7100 La Louvière
- T: 064 23 80 47
- [centrhainaut@viefeminine.be](mailto:centrhainaut@viefeminine.be)

Liège - Seraing - Verviers

- o Rue Chevaufosse 72 4000-Liège
- T: 042 22 00 33
- [liege@viefeminine.be](mailto:liege@viefeminine.be)

Luxembourg

- o Rue des Déportés 39 6700 Arlon
- T: 063 22 56 25
- [luxembourg@viefeminine.be](mailto:luxembourg@viefeminine.be)

W

**Walloon Brabant**

- o Rue de Mons 10 1400 Nivelles
- T: 067 84 13 75
- [brabant-wallon@viefeminine.be](mailto:brabant-wallon@viefeminine.be)

Namur - Ciney - Walcourt

- o Place l'Ilon, 17 5000 Namur
- T: 081 22 68 74
- [namur@viefeminine.be](mailto:namur@viefeminine.be)

**Reading and Writing Charleroi South Hainaut (Lire et Écrire asbl)**

- o Rue de Marcinelle 42 6000 Charleroi
- T: 071 30 36 19

Centre Mons Borinage asbl

- o Place Communale 2A 7100 La Louvière
- T: 064 31 18 80

Luxembourg asbl

- o Rue du Village 1A et B 6800 Libramont
- T: 061 41 44 92

Walloon Brabant, Limelette, Nivelles, Ottignies, Tubize.

- o Boulevard des Archers 21 1400 Nivelles
- T: 067 84 09 46

Namur asbl

- o Rue Relis Namurwes 1 5000 Namur
- T: 081 74 10 04.

Reception and promotion of Immigrants (API - Accueil et promotion des Immigrés)

- o Rue de la Providence 10 6030 Marchienne au Pont
- T: 071 31 54 00

## LITERACY AND DUTCH-AS-A-FOREIGN-LANGUAGE COURSES

The Flemish houses (Huizen van het Nederlands) will help you find appropriate courses.

BRU

**Brussels**

- o Rue Philippe De Champagne 23 1000 Brussels
- T: 02 501 66 60
- [info@huisnederlandsbrussel.be](mailto:info@huisnederlandsbrussel.be)
- <http://www.huisnederlandsbrussel.be/fr>

If you live in Brussels, you only need to pay a registration fee of €40. You can also use the language vouchers from Actiris.

**Jette**

- o Rue Leopold I 329 1090 Brussels

**Ixelles**

- o Avenue de la Couronne 12-14 1050 Brussels

F

**Antwerpen**

- o Carnotstraat 110 2060 Antwerpen
- T: 03 338 70 11
- [atlas@stad.antwerpen.be](mailto:atlas@stad.antwerpen.be)

**Gent**

- o Kongostraat 42 9000 Gent
- T: 09 265 78 40

**Brugge**

- T: 050 34 88 05
- T: 0478 80 44 52
- T: 0483 34 67 17

**Kortrijk**

- T: 056 74 21 58
- T: 0478 80 43 95
- T: 0483 03 80 92
- T: 0483 34 67 50

**leper**

- T: 0483 34 68 66

**Vlaamsbrabant**

- T: 016 82 10 32
- T: 0470 25 20 91
- <http://www.huisvlaamsbrabant.be/en/adressen.htm>

## APPENDIX TRAINING 1



### REPONSE A VOTRE DEMANDE D'ATTESTATION

Vous avez demandé à ..... [nom de la personne] de nous contacter en vue d'obtenir de notre part :

- une attestation d'inscription à l'une des formations que nous proposons ;
- une attestation d'assiduité aux formations ;
- une attestation comme preuve de son passage chez nous.

Nous attirons votre attention sur le fait que :

- Ces demandes d'attestations relèvent de **politiques d'activation** qui, malgré votre volonté d'aider les demandeurs d'emploi, ne visent le plus souvent qu'à les contrôler et à sanctionner ceux qui sont jugés non méritants (voir verso la position du front commun syndical à laquelle Lire et Ecrire souscrit pleinement).
- Qu'il y a un **manque général de places en alphabétisation** en Wallonie, et plus particulièrement de formations intensives.
- Qu'il y a pénurie d'emplois accessibles aux personnes les moins qualifiées : **les personnes analphabètes sont dès lors, de fait, de plus en plus discriminées par ces politiques d'activation.**

Nous savons que vous aussi, en tant que travailleurs d'un service public (ONEm, Forem, CPAS), vous subissez les pressions de ces politiques d'activation et que, par maints aspects, vous en voyez, vous aussi, le caractère absurde !

Nous vous invitons à vous solidariser avec notre démarche et à refuser de reporter ces pressions sur les demandeurs d'emploi et les « bénéficiaires » du revenu d'intégration sociale, plus particulièrement, sur les plus fragiles d'entre eux, les personnes analphabètes.

C'est dans ce contexte que nous avons remis l'attestation à la demande de la personne concernée.

Pour Lire et Ecrire ..... [nom de la Régionale],

Direction, Date, Cachet

# EMPLOY- MENT

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WORKING IN BELGIUM

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WHO IS WHO?

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ILLEGAL WORK

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VOLUNTARY WORK

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## WORKING IN BELGIUM

In order to work in Belgium, most foreigners must obtain a work permit (A, B or C). Some are exempt from this permit, such as EU citizens, recognised refugees and foreigners with a permanent residence.

There are different types of work permits depending on the job you want to carry out, the current residence permit you hold, etc.

For your right to work according to your residence status, look up the ADDE sheet:

- <http://www.adde.be/joomdoc/guides/sejour-et-droit-au-travail-etranger-mai14-g-aussems-pdf/download>

The "Migration-Integration Crossroad" (Kruispunt Migratie-Integratie) has also made several Dutch sheets on this:

- <http://www.kruispuntmi.be/thema/vreemdelingenrecht-internationaal-privaatrecht/arbeidskaarten-beroepskaart>

Last but not least, the "Life in Belgium" (Vivre en Belgique) guide contains several sheets on the more practical aspects of the working world:

- <http://www.vivreenbelgique.be/4-emploi>

Both specialised organisations (**Directory of Belgian Migration Sector** ► **P.6**) as well as unions can provide information on work permits.

Government agencies in charge of reviewing work permits are:

### Ministry of the Brussels-Capital Region

Department of Employment Policy and Plural Economy

- Rue du Progrès 80  
1035 Brussels
- T: 02 204 13 99
- F: 02 204 15 28
- <http://www.werk-economie-emploi.irisnet.be/fr/>

### Ministry of the Walloon Region

Department of employment and training

- Place de Wallonie 1  
5100 Namur
- T: 081 33 31 11
- F: 081 33 43 22
- <http://emploi.wallonie.be>

### Ministry of the Flemish Community

Flemish Subsidy Agency for Work and Social Economy

- Cel Migratie  
Koning Albert II  
laan 35 bus 21  
1030 Brussels
- T: 02 553 39 42
- F: 02 553 44 22
- <http://www.werk.be>

### Ministry of the German-speaking Community

- Gospertstrasse 1  
4700 Eupen
- T: 087 59 64 86
- F: 087 55 64 73
- <http://www.dglive.be>

## WHO IS WHO?

### L'ONEm/RVA

The National Employment Office (ONEm/RVA) is the federal public service responsible for basic areas of social security: employment. It implements the unemployment fund. To find your nearest branch of the ONEm/RVA, please call the headquarters:

#### ONEm - headquarters

- Boulevard de l'Empereur 7. 1000 Brussels
- T: 02/515 41 11

#### ACTIRIS, THE FOREM AND THE VDAB

These are the public bodies that are the delegation offices for the employment law in each of the following regions: Actiris for Brussels, Forem in the Walloon Region and the VDAB in Flanders. Their varied services include information on employment and further training, support in searching employment, training opportunities and employment aid (ACS, etc.), control for active research of employment.

For Brussels

#### Actiris

- T: 02 800 42 42

For Wallonia

#### Forem

- T: 0800 93 947 (freephone)

For Flanders

#### VDAB

- T: 0800 30 700 (freephone)

## TRADE UNIONS

A trade union is an association of people that aims to defend the professional and economic interests of its members (employees, labourers, managers, owners, independent professionals, beneficiaries). It seeks to press claims for fair wages, decent working conditions and social benefits. Therefore, a union has the competence to advise you about your rights, as well as about specific procedures to follow (dismissal, employment and health, the right to strike, pensions, unemployment, legal aid).

Some local branches of unions provide specialised legal services to migrant workers with or without documents. These services can guide and advise you in employment law, and also in migrants' rights.

BRU

W

### Confederation of Christian Unions (CSC) - Migrants

- Rue Pletinckx 19  
1000 Brussels
- T: 02 557 80 69

Open on Mondays  
from 9:30-12:00

### General Federation of Work in Belgium (FGTB) Liège - Migrants Service

- Place Saint-Paul 9-11  
4000 Liège
- T: 04 221 97 30

Open on Tuesdays  
from 14:00-16:30  
on the 8th floor

F

### Confederation of Christian Unions (ACV) - Asse

- Steenweg 24  
1730 Asse
- <http://www.acv-brussel.be>
- [acv.asse@acv-csc.be](mailto:acv.asse@acv-csc.be)
- T: 02 557 88 88

### General Federation of Work in Belgium (ABVV) - Aalst

- Houtmarkt 1  
9300 Aalst
- T: 053 78 78 78



## ILLEGAL WORK

A work is deemed illegal when an employer hires someone who does not have a valid residence document or work permit. Nevertheless, the illegal worker is not completely without rights. As a matter of fact, the law guarantees all workers (both documented and undocumented) some minimum rights: A minimum wage that may vary according to the work area and which is usually set at €9,30 per hour, as well as decent working conditions (e.g. compliance with resting times or security measures, or compensation in case of dismissal or work accident).

### Organisation for Illegal Immigrant Workers (ORCA) (FR - NL)

- o Rue Gaucheret 164  
1030 Brussels
- T: 02 274 14 31
- [info@orcasite.be](mailto:info@orcasite.be)
- [www.orcasite.be](http://www.orcasite.be)

Hotline on Mondays and Wednesdays from 9:00-13:00 and on Thursdays from 13:00-16:00

## VOLUNTARY WORK

Engaging in voluntary work for an organisation, collective or union, is a great way to meet people who share similar interests and values.

Many organisations in this guide function in part thanks to the work of volunteers. Whatever your status, if you have free time and want to get involved, do not hesitate in contacting them to offer your help.

Unlike a paid employee, a volunteer receives no salary. However, they may receive a defrayal (=compensation for expenses), which must not exceed a certain sum. For 2015, this amount was set at €32.71 per day with a maximum of €1,308.38 per year.

Since the 2014 Act, all migrants with legal residence have automatic access to voluntary work. Asylum seekers should inform their social worker in order to keep their daily allowance.



Undocumented migrants have in principle no right to enter a volunteering agreement. But unlike paid work, there is neither organised control nor inspection against “clandestine volunteering”. So you do not normally put yourself in particular danger by doing voluntary work. Beware however that if there is remuneration this could be considered illegal work.

The following organisations can provide information on the rules concerning voluntary work, and guide you towards organisations looking for volunteers:



### Association for voluntary work

- o Rue Royale 11  
1000 Brussels
- T: 02 512 01 12
- [info@levolontariat.be](mailto:info@levolontariat.be)
- <http://www.levolontariat.be/>

Bruxelles NL

### Het Punt

- o Rue de Laeken 76/6  
1000 Brussels
- T: 02 218 55 16
- [info@hetpuntbrussel.be](mailto:info@hetpuntbrussel.be)
- <http://www.hetpuntbrussel.be/>



### Flemish support service for voluntary work

- o Amerikalei 164 B1  
2000 Antwerpen
- T: 03 218 59 01
- <http://vrijwilligerswerk.be/>



# RELATIONS WITH LAW ENFORCE- MENT

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THE POLICE AND THE  
UNDOCUMENTED

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POLICE VIOLENCE

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The police are the guardian of law and public order, and police officers therefore serve to uphold the rule of law and protect citizens. In particular, they provide security, engage others to respect human rights and prosecute offenders.

### THE POLICE AND THE UNDOCUMENTED



When you are undocumented, each contact with the police can pose a risk of being arrested for illegal stay (24 hours max.) and being transferred to a detention centre in order to be deported.

Nevertheless, a series of situations can bring an undocumented person to need the police, such as when they become a victim or a witness, during one of the neighbourhood police officer's visits, etc. We offer some advice on this matter further below.

### COMPLAINING WHEN ONE IS UNDOCUMENTED

An undocumented person has the same right as any other citizen to file a lawsuit when they become a victim. Depending on the situation, we advise undocumented migrants who wish to file a lawsuit to consider being accompanied (e.g. a close person who is a legal resident, a social worker, etc.), or else proceed with a lawyer who, in case of serious injury, will file a lawsuit directly to the hands of the investigating judge.

### ABOUT HOME VISITS

When one is undocumented, it can be difficult to know whether the police comes to your home for any odd reason or to actually carry out a deportation order. It is important that you know that the police has no right to force the door of a home solely because an undocumented person lives there. In this case, the police cannot force you to open the door but they can ask for it, and you are free to agree or not. They can also decide to wait outside the door.

To avoid that the police interpret the opening of the door as an invitation to enter, you can try to talk to them through the closed door to find out about their intentions and figure out if it is a neighbourhood police officer or a team from Awareness, Follow-up and Return (SEFOR) willing to arrest you.

### POLICE VIOLENCE

If you feel you have been wrongfully arrested or subjected to police violence, please contact the hotline of the League of Human Rights (LDH) on any morning between 10:00 and 12:00 on:

- T: 02 209 62 80

Or else visit the website of the Observatory of Belgian Police Violence (ObsPol):

- [www.obspol.be](http://www.obspol.be)

(legal info and possibility to leave a testimony). Telling your lawyer or an organisation specialising in migrants' rights is also an important reflex!

# DETENTION CENTRES

## INTRODUCTION

## VISITING ORGANISATIONS IN DETENTION CENTRES

## FAMILY DETENTION - HOUSES OF RETURN

## MILITANT AND BENEVOLENT COLLECTIVES





A migrant may be held in a detention centre pending deportation of Belgian territory for many reasons. This is a situation that the LDH has been denouncing for many years, as these detention centres are a setting for many human rights violations.

In Belgium, there are 5 detention centres and 2 areas called INAD (for "Inadmissible Passengers").

**We advise people who are in this situation or know of someone being held in a detention centre to request assistance from organisations specialising in migrants' rights (see below) and to contact a lawyer.**

#### KIT TRANSIT

Information Kit on detention centres and the rights of people being held there (2015)

- <https://www.cire.be/thematiques/enfermements-et-expulsions/kit-transit-un-outil-d-information-sur-la-detention-en-centres-fermes>

#### YOUR RIGHTS IN A DETENTION CENTRE

To be assisted by a lawyer, access to adequate medical care and to be visited by an external doctor, to receive visits from your relatives or NGOs (see list below), etc.

### VISITING ORGANISATIONS IN DETENTION CENTRES

#### Social Service of Socialist Solidarity (SESO)

- Rue de Parme 28  
1060 Brussels
- T: 02 533 39 84
- [seso28@skynet.be](mailto:seso28@skynet.be)

#### Jesuit Refugee Service Belgium (JRS)

- Rue Maurice Liétart  
31/9  
1150 Brussels
- T: 02 738 08 18
- [www.jrsbelgium.org](http://www.jrsbelgium.org)

#### Caritas Secours International

- Rue de la Charité 43  
1210 Brussels
- T: 02 229 36 11
- [www.caritas-int.be](http://www.caritas-int.be)
- [detentie-detention@caritasint.be](https://detentie-detention@caritasint.be)

#### Aid to displaced people (APD - aide aux personnes déplacées)

- Rue du Marché 33  
4500 Huy
- T: 085 21 34 81

#### Point d'Appui

- Rue Maghin 33  
4000 Liège
- T: 04 227 69 51
- [www.pointdappui.be](http://www.pointdappui.be)



### FAMILY DETENTION - HOUSES OF RETURN

Families can in principle not be held in a detention centre. Belgium has set up so-called Houses of Return (Maisons de Retour), which have the same objective as detention centres (carry out an eviction from Belgian territory) but which cater to families. Normally, these places are not closed, but in practice, the families' freedom of movement is limited.

For Houses of Return in Beauvechain, Tubize, Sint-Gillis-Waas, Tielit and Zulte: Contact the **Jesuit Refugee Service**, see ► **P.76**.

### MILITANT AND BENEVOLENT COLLECTIVES

#### In Vottem

#### CRACPE

- T: 04 232 01 04
- [cracpe.domainepublic.net](http://cracpe.domainepublic.net)
- [cracpe@skynet.be](mailto:cracpe@skynet.be)

Hotline from Monday to Friday from 17:00-18:00. Outside these hours, leave a message in order to be called back.

Moral support and guidance for detainees, by a benevolent godmother or godfather.

Provision of mobile phone top-ups.

#### At the 127bis and at the Caricole (Steenokkerzeel)

#### Collective against Raids and Expulsions and for Regularisation (CRER)

- T: 0499 10 47 26
- <http://regularisation.canalblog.com/>
- [facebook.com/crer.regularisation](https://facebook.com/crer.regularisation)

Benevolent visitors offer moral support and guidance.

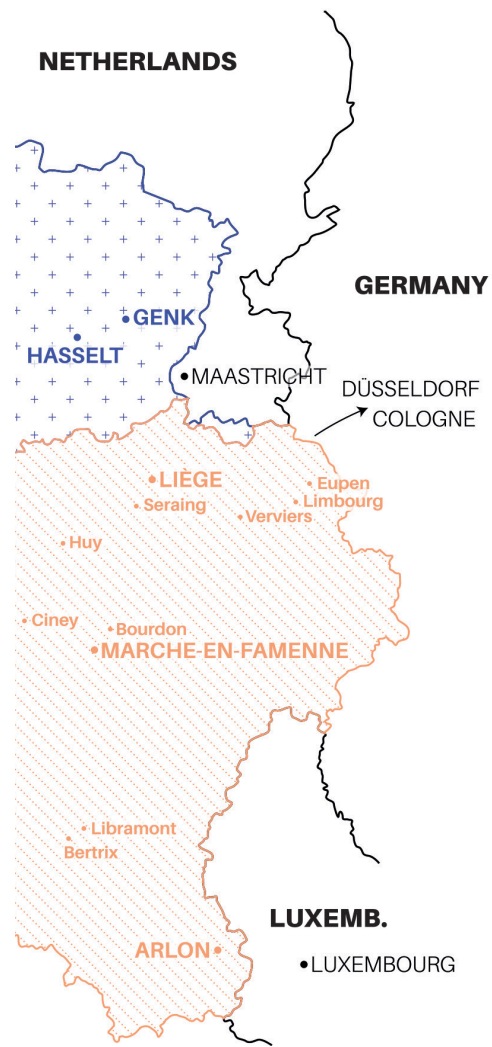
#### In all detention centres or Houses of Return

#### Getting The Voice Out

- T: 0484 02 67 81
- [gettingthevoiceout@riseup.net](mailto:gettingthevoiceout@riseup.net)
- <http://www.gettingthevoiceout.org/>

Collection of testimonials from detainees and organisation for citizen's action.

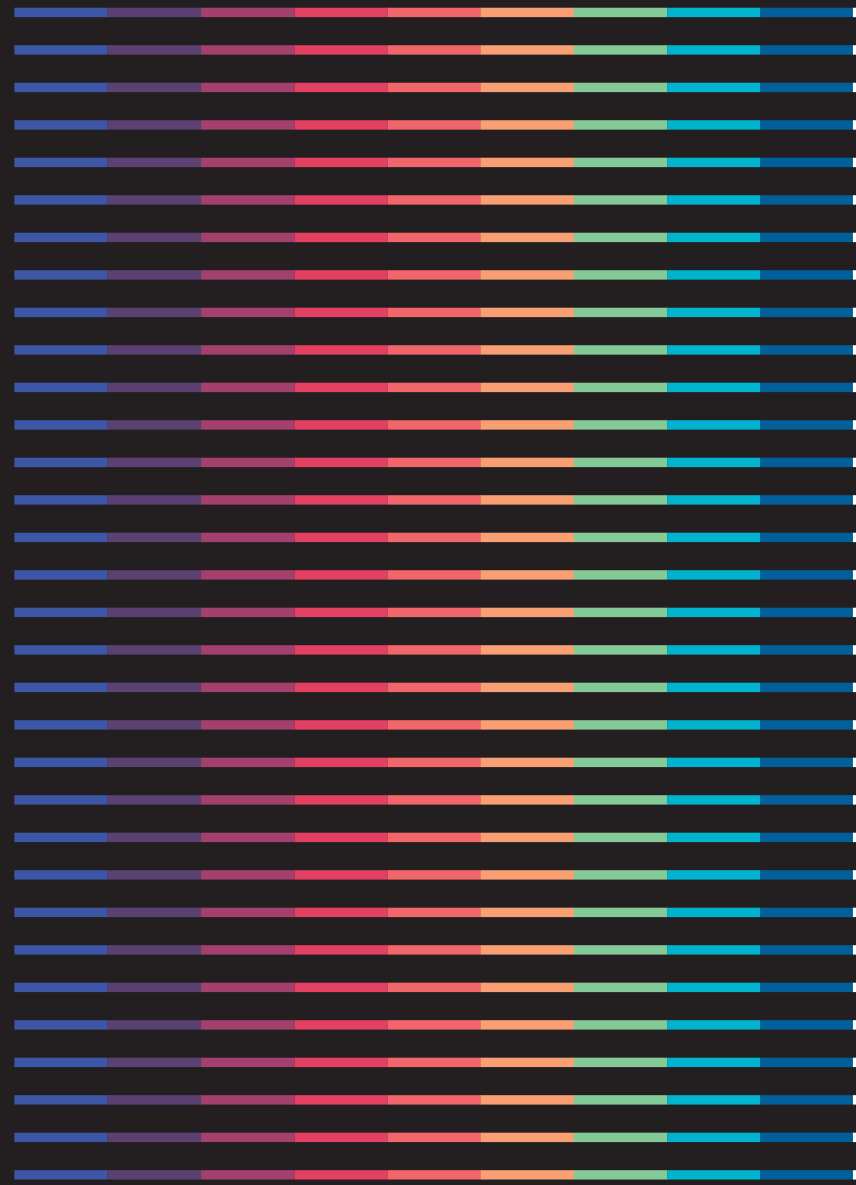








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## EMERGENCY SERVICES

### GENERAL

- T: 112

Europe-wide,  
emergency medical  
assistance

### FIRE BRIGADE

- T: 100

### POLICE

- T: 101

### EMERGENCY ACCOMMODATION

#### Samu Social

- Freephone:  
0800 99 340  
(24h/24h)

#### Reception centre Ariane

- T: 02 346 66 60

### LISTENING SERVICES

#### Phone service

- In French: 107
- In Dutch: 106  
(24h/7d)

#### Suicide prevention centre

- Freephone:  
0800 32 123  
(24h/7d)

#### Listening Service for Young People

- Freephone: 103  
(24h/7d)

#### Listening Service for domestic violence

- Freephone:  
0800 30 030
- Monday to Saturday  
from 9:00-19:00

### HEALTH CARE

#### Accidents and aggressions

- T: 112  
(24h/7d)

#### Ambulance

- T: 100  
(24h/7d)

#### SOS Rape

- T: 02 534 36 36

Phone hotline:  
Monday to Friday  
from 9:30- 17:00

#### Poison control centre

- T: 070 24 52 45  
(24h/7d)

#### AIDS Helpline

- Freephone:  
0800 20 120

Monday to Friday  
from 18:00-21:00

#### Info Drugs

- T: 02 227 52 52  
(24h/7d)

#### Red Cross

- T: 105  
(24h/7d)