PRACTICAL GUIDE AND INFORMATION FOR MIGRANTS

Know your rights in order to assert them

POCKET VERSION

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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INTRODUCTION

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 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A phone number is no longer valid?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
● Website: www.liguedh.be
In French and Dutch

**CIRÉ** (Coordination and Initiatives for Refugees and Migrants)
- Rue du Boulet 22
  - 1000 Brussels
  - T: 02 227 42 42
  - 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.
- **CBAR/BCHV** (Belgian Refugee Council)
  - Rue Defacqz 1
  - 1000 Brussels
  - T: 02 537 82 20
  - info@cbar-bchv.be
  - For asylum seekers only
- **ADDE** (Association for foreigners’ rights)
  - Rue du Boulet 22
  - 1000 Brussels
  - T: 02 227 42 42
  - 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.
- **BAPO** (Brussels Housing Open Doors)
  - Rue de Tabora 6
  - 1000 Brussels
  - T: 02 511 81 78
  - Open on Mondays, Tuesdays and Thursdays from 10:00-18:00.

**In Dutch**

**CBAR/BCHV** (Belgian Refugee Council)
- Rue Defacqz 1
  - 1000 Brussels
  - T: 02 537 82 20
  - info@cbar-bchv.be
  - www.cbar-bchv.be
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  - 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.
- **SESO** (Social Services of Socialist Solidarity)
  - Rue de Parme 28
  - 1060 Brussels
  - T: 02 533 39 84
  - Open on Wednesdays and Fridays from 9:00-11:00.
- **Caritas International Rescue Brussels**
  - Rue de la Charité 43
  - 1210 Brussels
  - T: 02 229 36 11
  - 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)
  - Rue de la Rose 9
  - 1070 Brussels
  - T: 02 223 29 97
  - www.caritas.int.be
  - Open on Wednesdays and Fridays from 9:00-11:00.
- **BAPO** (Brussels Housing Open Doors)
  - Rue de Tabora 6
  - 1000 Brussels
  - T: 02 511 81 78
  - Open on Mondays, Tuesdays and Thursdays from 10:00-18:00.

**Vluchtelingenwerk** (Refugee Council)
- Kruithuisstraat 75
  - 1210 Brussels
  - T: 02 225 44 00
  - 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
- Mondays and Thursdays from 9:00-12:30, Wednesdays from 13:30-17:00.
- **Vluchtelingenwerk**
  - Startpunt: Chaussee d’Anvers 34
  - 1000 Brussels
  - T: 02 205 00 55
  - www.vluchtelingenwerk.be

**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 from the Agency for Integration and Reception (Flemish government)**
- www.vreemdelingenrecht.be

**CAW** (Centre for Social Work)

**In French**

**CBAR/BCHV** (Belgian Refugee Council)
- Rue Defacqz 1
  - 1000 Brussels
  - T: 02 537 82 20
  - info@cbar-bchv.be
  - www.cbar-bchv.be
- **CIRÉ** (Coordination and Initiatives for Refugees and Migrants)
  - Rue du Boulet 22
  - 1000 Brussels
  - T: 02 227 42 42
  - www.cbar-bchv.be
  - For asylum seekers only
- **ADDE** (Association for foreigners’ rights)
  - Rue du Boulet 22
  - 1000 Brussels
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  - www.adde.be
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  - On Mondays and Thursdays from 14:00-17:00.
- Social care on-site:
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**Legal aid service from the Agency for Integration and Reception (Flemish government)**
- www.vreemdelingenrecht.be

**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 procedures 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 86 00
  - Molenbeek (1080):
    - T: 02 414 24 23
    - 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.
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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:


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 CIRE 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
- 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 CIRE 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 9bis 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 tonight, 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)
- Rue du Petit-Rempart 5
  - T: 0800 99 340
  - (24h/7) - freephone – FR-NL-EN

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

There is a CAW Centre for Social Work near every city of Flanders and Brussels that can help and guide you if needed. Call the CAW helpdesk to be redirected on:
- T: 078 180 300

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

For any other 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

Federation of Social Services (FDSS)
- T: 02 526 03 08
- T: 02 250 09 13

Collectmet - Marché des Abattoirs in Anderlecht
- Rue Ropsy Chaudron 24
- 1070 Bruxelles
- T: 02 5 56 11 79
- info@cultureghem.be
They collect and share unsold fruit and vegetables every Sunday between 14:00 and 17:00.

Call the CAW helpdesk who will redirect you on:
- T: 078 150 300.

HEALTH CARE

INFORMATION, GUIDANCE AND CONSULTATION
HEALTH INSURANCE
EMERGENCY MEDICAL AID
ACCESS TO HEALTH CARE IN RECEPTION CENTRES
MEDICAL SUPPORT FOR ASYLUM SEEKERS NOT RESIDING WITHIN A RECEPTION CENTRE
MENTAL HEALTH
SEXUAL AND EMOTIONAL LIFE
PREGNANCY AND CHILDBIRTH
MATERIAL AID FOR NEWBORNS
EXCISION AND FEMALE GENITAL MUTILATION
APPENDIX
INFORMATION, GUIDANCE AND CONSULTATION

Medical Consultations Namur
- At the RGN, Rue M. Bourtombourg 6 5000 Namur
- T: 0495 27 61 00
- coordonnées@medecinsdumonde.org

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

Medical Consultations La Louvière
In the premises of the health relay of the CPAS
- Rue du Moulin 79 7100 La Louvière
- T: 06 454 02 18
Open on Wednesdays from 9:00-12:00.

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
- 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
- Rue du Botanique 75
  1210 Brussels
- T: 02 225 43 00
- T: 02 225 43 13
- Social.caseo@caso.medimigrant.be

Email answer daily apart from Tuesday afternoons.

Association of Health Centres (VWGC)
(Medical homes in Flanders and Brussels)
- Vooruitgangstraat 333 bus 10
  1030 Brussels
- T: 02 286 01 87
For an exhaustive list of VWGC:
titel=Waar?&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).

Healthcare

Medical homes (Maisons Médicales)
- Boulevard du Midi 25 bte 5 - 5th Floor
  1000 Brussels
- T: 02 514 40 14
- 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

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
  - World Trade Centre II - Tower 2
    Boulevard Roi Albert II 30
    1090 Brussels
    T: 02 508 85 86
    question@mi-is.be
    http://www.mi-is.be

FOR WHOM?

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.

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 — P.18

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 CIRE.

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

● T: 02 213 43 25 (FR)
● T: 02 213 43 00 (NL)
● F: 02 213 44 12
● Email: 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.

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**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 sexuality and family.

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

---

**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. For more information, check out the Directory of Belgian Migration Sector on page 6.
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:

**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**
- Chaussee de Charleroi 95
  - 1060 Brussels
  - T: 02 542 12 21
  - info@one.be

**Saint Pierre Hospital**
- Pre- and post-natal consultations
  - Boulevard de Waterloo 129
  - 1000 Brussels
  - T: 02 535 47 13

**Nasci ASBL**
- Rue d’Athenan 4
  - 1030 Brussels
  - T: 02 216 88 85

**KIND EN GEZIN - NL**
- T: 078 150 100

**BABYNEST**
- Frans van Ryhovelaan 166
  - 9000 Gent
  - T: 0486 14 16 67
  - 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
- Website: www.gams.be

By appointment only, every second Tuesday of the month.

**Namur:**
- Rue de la Tour 7
  - 5000 Namur

**Mons:**
- Boulevard Gendebien 5
  - 7000 Mons

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

**Antwerpen:**
- Van Maerlanstraat 56
  - 2060 Antwerpen

**Halimatou Barry**
- T: 0493 49 29 50
- Email: halimatou@gams.be

**Samia Youssouf**
- T: 0470 54 18 99
- Email: samia@gams.be

**Katrien De Koster**
- T: 0495 93 93 18
- Email: katrien@gams.be

Halimatou Barry
- T: 0493 49 29 50
- Email: halimatou@gams.be

Samia Youssouf
- T: 0470 54 18 99
- Email: samia@gams.be

Katrien De Koster
- T: 0495 93 93 18
- Email: 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 je procure 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:…………………………………………………………


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:……………………………………………………………………………………………………………………

L’art. 57, §2 de la loi organique du 8 juillet 1978 précise que les "soins médicaux urgents" au profit des étrangers en séjour légal, doivent être assurés de la même manière que ceux de personnes belges. Ce sont les soins médicaux que les étrangers en séjour légal peuvent recevoir dans un établissement de santé. Le CPAS est en outre tenu de rembourser les paiements de soins de santé, effectués dans les établissements de soins. Ceux-ci peuvent être assurés par le service de la sécurité publique au prix calculé par les soins médicaux urgents. Ce montant est le montant total du remboursement, incluant le montant à charge du patient, qui est pris dans la cotisation. Ceci est valable également pour les médicaments fournis par un pharmacien.

APPENDIX 2

DEMANDE DE REQUISITOIRE (prise en charge DE SOINS / ACHAT DE MEDICAMENTS)
AANVRAG VAN REQUISITORIUM (betalingverbintenis voor zorgverstrekking/ aankoop medicijnen)

-NOM / NAAM: …………………………………………………………………………………………………………
-PRENUM/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 requisitoire pour assurer le paiement de soins médicaux ou de médicaments, allez-vous l’obligance de compléter ce formulaire et le faxer à Fedasil au: 02/213.44.12 ayant votre rendez-vous avec le médecin ou pharmacien.

Merci de votre compréhension.

Indien u een requisitum 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 ............................................................
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
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/a-recherche-d-un-logement](http://www.vivreenbelgique.be/1-logement/a-recherche-d-un-logement)

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

- [https://www.vluchtelingenwerk.be/huisvesting](https://www.vluchtelingenwerk.be/huisvesting)

### Searching 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.2ememain.be](http://www.2ememain.be)
  - [www.realo.be](http://www.realo.be)
  - Consult Facebook groups that publish ads, for example:
    - BXL à louer – Bouche à oreille, BXL À LOUER <800€, Liège à louer, etc.
    - Check out the ads in local newspapers
    - Talk to people around you: families, friends, neighbours...

### Some Tips for Finding Accommodation:

### 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.

### 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:


### Searching 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)
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  - [www.kapaza.be](http://www.kapaza.be)
  - [www.2ememain.be](http://www.2ememain.be)
  - [www.realo.be](http://www.realo.be)

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  - [www.2ememain.be](http://www.2ememain.be)
  - [www.realo.be](http://www.realo.be)

- Consult Facebook groups that publish ads, for example:

  - BXL à louer – Bouche à oreille, BXL À LOUER <800€, Liège à louer, etc.
  - Check out the ads in local newspapers
  - Talk to people around you: families, friends, neighbours...
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).

Convivial asbl
- Rue du Charron 33/35
  1190 Brussels
  T: 02 503 43 48
  www.convivial.be

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

Social Rights Workshop
- Rue de la Porte Rouge 4
  1000 Brussels
  T: 02 512 71 57

Tenants’ Union (UL) of Anderlecht
- Chausée de Mons 291
  1070 Brussels
  T: 02 520 21 29

Leasehold advice on Mondays from 13:00-15:00 and Thursdays from 10:00-12:00.

Tenants’ Union (UL) of Schaerbeek
- Rue 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 keilis.

Social House of Evere
- 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
- 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
- Rue Souveraine 19
  1060 Brussels
  T: 02 505 32 32
  info@mentorescale.be

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

Caritas International: Brussels Housing Café
- Rue de la Charité 43
  1210 Brussels
  T: 02 229 36 11
  housingcafe@catasint.be

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

Tenants Service’s National Office
- Chausée de Wavre
  1178
  1700 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.

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-betaalbare-huurwoning

Anvers
- Diksmuidelaan 276
  2600 Antwerpen
  T: 03 320 29 70
  www.deidealehuurwoning.be

Ghent
- Leiekaai 340
  9000 Ghent
  T: 09 216 75 75
  www.deGhentsehaard.be

Brugge
- Handboogstraat 2
  8000 Bugge
  T: 050 31 76 58
  www.brugze.huisvesting.be

Turnhout
- Campus Biairon 599
  2300 Turnhout
  T: 014 40 11 00
  www.arkwonen.be

Caritas International: Housing Café of Antwerpen
- Sint Jacobsmarkt 43
  2000 Anvers
  housingcafe@catasint.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

Anvers
- Antwerpen Huurdersbond
  - Langstraat 102
  2140 Borgerhout
  T: 03 272 27 42

Offices open on Tuesdays from 13:00-15:00. Membership €17 per year.

GHENT
- Grendwetlaan 56 b
  9040 Sint-Amansderg
  T: 09 223 28 77

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

BRUGGE
- Vlamingsdam 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.

HAENNAUT
- My Roof for You (À Toi mon Toit)
  - www.atomontoit.be
  info@atomontoit.be

Ath
- Marché aux Toiles 13
  7800 Ath
  T: 068 45 62 28

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

HAINAUT
- My Roof for You (À Toi mon Toit)
  - www.atomontoit.be
  info@atomontoit.be

Ath
- Marché aux Toiles 13
  7800 Ath
  T: 068 45 62 28

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

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:

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.

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.

Infor Gas&Electricity
- Chaussee de Haecht 51 (ring bell number 7)
  - 1210 Brussels
  - T: 02 209 21 90
  - www.infogazelec.be
  - Open Monday to Friday from 9:00-12:30 and 13:30-17:00, excluding Thursday mornings.

Energy Info in Wallonia
- T: 081 390 626
  - Mondays and Thursdays from 09:00-12:30.

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)
  - Public regulator of gas and electricity services. Consumer advice.
HOUSING

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:

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

Brussels
- T: 02 511 47 51
- asr.bruxelles@one.be

Hainaut
- T: 065 39 96 60
- asr.hainaut@one.be

Liège
- T: 04 344 94 94
- asr.liège@one.be

Luxemburg
- T: 061 23 99 60
- asr.luxembourg@one.be

Namur
- T: 081 72 36 00
- T: 081 72 36 02
- asr.namur@one.be

Accueil temps libre
Out-of-school reception service
- T: 02 542 12 59
- info@one.be

Service Centre of Holidays
- T: 02 542 12 40
- info@one.be

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:

An AMO (Open Youth Centre Service) is a place where you can access counseling, 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:

Info for Young People
- T: 081 980 816

Find a centre in Belgium:
- http://www.infor-jeunes.be/site/centre
- federation@inforjeunes.be

KIND EN GEZIN - NL
To find your nearest branch, contact the call centre on:
- T: 078 150 100

Lejo - Jeugdwerk
- Antwerpsesteenweg 701
- 9040 Sint Amandsberg
- T: 092232154
- http://www.lejo.be
- info@lejo.be
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
- facebook.com/amoureuxvospapiers

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

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 1st Instance.

- 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.
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 fulfill 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

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.

Free Clinic asbl
see Health Care sheet — P.18
Centre M.I.R asbl
○ Place Philippe Werrie 16
1190 Brussels
T: 02 502 06 05
Resolve family conflicts involving underage children (divorces, separations...)

Interactes asbl
○ 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)
○ Rue Royale
Sainte-Marie 70
1030 Brussels
T: 02 241 91 45
info@marriage
migration.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

Atelier du lien asbl
○ Voie de la Petite Reine 1/108
1348 Louvain-La-Neuve
T: 0475 72 13 72

Mediation Research Centre (Centre de Recherche sur la médiation asbl)
○ Rue Auguste Buisseret 24
4000 Liège
T: 04 253 06 15
T: 04 98 41 97
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 on 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 on 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 on P.6

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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.

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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 18
○ info@garance.be

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CAW of East-Flanders - Intrafamily Violence / Domestic Violence
○ Remparde 10
9700 Oudenaarde
● T: 055.304.632
● info@naarde@caowoostvlaanderen.be

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CAW of East-Flanders - Refuge of Gent
○ Postbus 183
9000 Gent
● T: 09 223 02 21
● http://www.caowoostvlaanderen.be
● http://www.vlaendsafraude.cawoostvlaanderen.be

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There are many other organisations that can help you in case of domestic abuse. Check out:
https://www.desocialekaart.be/
zoek?who=huiseli
k%20geweld

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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

Red Cross
○ Motstraat 40
2800 Mechelen
● T: 015 44 35 22
● T: 015 44 35 23
● tracing@rodekruijs.be

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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 ...)

Arlon
○ Grand-Rue 28
(1er étage)
6700 Arlon
● T: 063 23 40 56
● luxembourg@sdj.be

Charleroi
○ Boulevard Audent 26
5e étage
6000 Charleroi
● T: 071 30 50 41
● charleroi@sdj.be

Liège
○ Rue Lambert le Bègue 23
4000 Liège
● T: 04 222 91 20
● liege@sdj.be

Mons
○ Rue Tour Auberon 2A
7000 Mons
● T: 085 35 50 33
● mons@sdj.be

Namur
○ Rue du Befroi 4
5000 Namur
● T: 081 22 89 11
● namur@sdj.be

Verviers
○ Rue des Sottais 1
4800 Verviers
● T: 087 46 02 42
● verviers@sdj.be

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Centre for Social Work - CAW (Centrum Algemeen Welzijnswerk)
see the Directory of Belgian Migration Sector on 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, Antwerp, 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 Etranger 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

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) with this decision can be registered with the State Council.

If the minor is not an asylum seeker, Fedasil or one of its partners. After this, Fedasil directs the minor to a structure for MENA managed either 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).

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@sidl.be

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

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.

Easy French

For more information, contact
- OIE/IBZ
- www.oie-belgium.be
- 02 358 94 10

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@baibxl.be

A & A offers legal aid to all young migrants who are looking to source financial and material resources need-ed to fulfil their mission.

FOR MENA WITH REFUGEE 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, contact your insurance fund and/or your guardian.

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).

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 STATUS

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).
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
○ 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 CIRÉ (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).
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EDUCATION

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:

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 56
  From Monday to Friday from:
  8:30-12:00 and 13:00-16:30.
- 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
- Madame Montante
  T: 02 690 84 97
  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:

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

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
- Madame Montante
  T: 02 690 84 97
  sabrina.montante@cfwb.be

ONE - Department for School Duties
- T: 02 542 14 65
  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

Infor Youth
See Family sheet P.37

Youth Rights Service
See Family sheet P.37
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.

National Academic Recognition Information Centre - Flanders - Naric Flandre
- Koning Albert II-laan 15
- 1210 Brussels
- T: 02 553 1700
- naric@vlaanderen.be

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 mesures for reception and schooling of newly arrived students (Dispositif d’Accueil et de Scolarisation des élèves Primo-Arrivants) in education. This measures come 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:

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.

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

The CIRE
See the Directory of Belgian Migration Sector P.6

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
TRAINING

TRAINING

THE PROCESS OF INTEGRATION OR RECEPTION

LITERACY COURSES AND COURSES IN FRENCH/DUTCH AS FOREIGN LANGUAGE

APPENDIX
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.

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.

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
- info@via.brussels

Via Schaerbeek
- Rue Kessels 14
  1030 Schaerbeek

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
- info@bon.be

Bruxelles-Ville
- Rue Ph. De Champagne 23
  1000 Brussels

Anderlecht
- Rue des départs 1
  1070 Brussels

Schaerbeek
- Place Collignon 10
  1030 Brussels

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.

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:

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).

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

Brussels Youth Info
- Rue Van Artevelde 155
  1000 Brussels
- T: 02 514 41 11
- bruxelles@ijbxl.be

Wallonia Youth Info Federation
- Rue Godefroid 20
  5000 Namur
- T: 081 98 08 16
- federation@inforjeunes.be

Brussels Youth Info
- Rue Van Artevelde 155
  1000 Brussels
- T: 02 514 41 11
- bruxelles@ijbxl.be
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.

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**For the region of Namur**

**Namur Centre of Intercultural Action (CAI Namur)**
- Rue Docteur Halbe 2 5002 Saint Servais (Namur)
- T: 081 73 71 76
- www.caianamur.be

**For the region of Luxembourg**

**CRILux**
- Rue de l’Ancienne Gare 32 6800 Libramont
- T: 061 21 22 07
- info@crilux.be
- www.crilux.be

**Miroir Vagabond asbl**
- Vielle route de Marenne 2 6990 Bourdon
- T: 084 31 19 46
- bureau@miroirvagabond.be

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**For the region of Mons and Borinage**

**Centre for Intercultural Action in Mons and Borinage (CIMB)**
- Rue Grande 38 7330 Saint-Ghislain
- T: 0499 75 03 28
- CIMB@skynet.be
- www.cimb.be

**For the region of Liège**

**Regional Centre for the Integration of Foreign People of Liège (CRPEL)**
- Place Xavier Neujean 198 4000 Liège
- T: 04 220 01 20
- secretariat@cripel.be
- www.cri pel.be

**For the province of Hainaut**

*Except the ones covered by the CeRAIC and IMC.*

**Charleroi Regional Centre for Integration (CRIC)**
- Rue Hanoteau 23 6090 Gilly
- T: 071 20 98 60
- www.cricharleroi.be

**Socio-legal aid by appointment only.**

**For the region of Verviers**

**Verviers Regional Centre for Integration (CRVI)**
- Rue de Rome 174800 Verviers
- T: 087 35 35 30
- www.crv i.be

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**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 Écrire” has drafted a response example that you can download.

See Training’s Appendix 1.

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These organisations do usually not require an identity document or a residence permit.
## LITERACY AND FRENCH-AS-A-FOREIGN-LANGUAGE COURSES

**Reading and Writing (Lire et Écrire asbl)**
- Rue de la Borne 14
  - 1080 Brussels
  - T: 02 412 56 10
- League of Learning and Continuing Education (LEEP)
  - Rue de la Fontaine 2
  - 1000 Brussels
  - T: 02 514 26 01

**Evening language classes**
- Rue Ernest Allard 49
  - 1000 Brussels
  - T: 02 513 06 82

**Alpha Collective asbl**
- Branch of Saint-Gilles
  - Rue de la Borne 14
  - 1080 Brussels
  - T: 02 412 56 10

**Feminine Life (Vie Féminine)**
- Mouscron
  - Rue Saint-Joseph 8
  - 7700 Mouscron
  - T: 056 33 41 27
  - picarde@viefeminine.be
- Eupen
  - Neuestrasse 69
  - 4700 Eupen
  - T: 087 55 54 18
  - frauenliga@viefeminine.be
- Huy - Waremmme
  - Outhem-Amblève
  - Rue de Sélisy
  - Longchamps 84
  - 4300 Waremmme
  - T: 019 32 30 57
  - waremmme@viefeminine.be
- Charleroi-Thuin
  - Rue de Montigny 48
  - 6000 Charleroi
  - T: 071 32 13 17
  - charleroi@viefeminine.be
- Centr'Hainaut
  - Rue du Marché 6
  - 7100 La Louvière
  - T: 064 23 80 47
  - centrhainaut@viefeminine.be
- Liege - Seraing - Verviers
  - Rue Chevaufosse 72
  - 4000 Liège
  - T: 042 22 00 33
  - liege@viefeminine.be
- Luxembourg
  - Rue des Déportés 39
  - 6700 Arlon
  - T: 063 22 56 25
  - luxembourg@viefeminine.be

**Reading and Writing Charleroi South Hainaut (Lire et Écrire asbl)**
- Rue de Marcinelle 42
  - 6000 Charleroi
  - T: 071 30 36 19

**Centre Mons Borrage asbl**
- Place Communale 2A
  - 7100 La Louvière
  - T: 064 31 18 80

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

**Walloon Brabant, Limelette, Nivelles, Ottignies, Tubize.**
- Boulevard des Archers 21
  - 1400 Nivelles
  - T: 087 84 09 46

**Namur asbl**
- Rue Reis
  - Namurves 1
  - 5000 Namur
  - T: 081 74 10 04

**Reception and promotion of immigrants (API - Accueil et promotion des immigrants)**
- Rue de la Providence 10
  - 6030 Marchienne au Pont
  - T: 071 31 54 00

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

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

**Brussels**
- Rue Philippe De Champagne 23
  - 1000 Brussels
  - T: 02 501 66 60
  - info@huisnederlandsbrussel.be

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**
- Rue Leopold I 329
  - 1090 Brussels
- Ixelles
- Avenue de la Couronne 12-14
  - 1050 Brussels
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 le post du front commun syndical à laquelle Lire et Ecrire souscrivent pleinement).
➔ Il y a un manque général de places en alphabétisation en Wallonie, et plus particulièrement de formations intensives.
➔ Il y a une 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
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:

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

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.

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.

Confederation of Christian Unions (CSC) – Migrants
- Rue Pletinckx 19
  - 1000 Brussels
  - T: 02 557 88 88

Confederation of Christian Unions (ACV) – Asse
- Steenweg 24
  - 1730 Asse
  - http://www.acv-brussel.be
  - acv.asse@acv-csc.be
  - T: 02 557 88 88

General Federation of Work in Belgium (FGTB) Liège – Migrants Service
- Place Saint-Paul 9-11
  - 4000 Liège
  - T: 04 221 97 30

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)
○ Rue Gaucheret 164
1030 Brussels
● T: 02 274 14 31
● info@orcasite.be
● 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
○ Rue Royale 11
1000 Brussels
● T: 02 512 01 12
● info@levolontariat.be
● http://www.levolontariat.be/
Bruxelles NL

Het Punt
○ Rue de Laeken 76/6
1000 Brussels
● T: 02 218 55 16
● info@hetpuntbrussel.be
● http://www.hetpuntbrussel.be/

Flemish support service for voluntary work
○ Amerikalei 164 B1
2000 Antwerpen
● T: 03 218 59 01
● http://vrijwilligerswerk.be/
RELATIONS WITH LAW ENFORCEMENT

THE POLICE AND THE UNDOCUMENTED

POLICE VIOLENCE
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.

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.

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.

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

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

  - 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

<table>
<thead>
<tr>
<th>Social Service of Socialist Solidarity (SESO)</th>
<th>Aid to displaced people (APD - aide aux personnes déplacées)</th>
</tr>
</thead>
<tbody>
<tr>
<td>o Rue de Parme 28 1060 Brussels</td>
<td>o Rue du Marché 33 4500 Huy</td>
</tr>
<tr>
<td>• T: 02 533 39 84 <a href="mailto:seso28@skynet.be">seso28@skynet.be</a></td>
<td>• T: 085 21 34 81</td>
</tr>
<tr>
<td>Jesuit Refugee Service Belgium (JRS)</td>
<td>Point d’Appui</td>
</tr>
<tr>
<td>o Rue Maurice Liéart 31/9 1150 Brussels</td>
<td>o Rue Maghin 33 4000 Liège</td>
</tr>
<tr>
<td>• T: 02 738 08 18 <a href="http://www.rsbelgium.be">www.rsbelgium.be</a></td>
<td>• T: 04 227 69 51 <a href="http://www.pointdappui.be">www.pointdappui.be</a></td>
</tr>
<tr>
<td>Caritas Secours International</td>
<td></td>
</tr>
<tr>
<td>o Rue de la Charité 43 1210 Brussels</td>
<td></td>
</tr>
<tr>
<td>• T: 02 229 36 11 <a href="http://www.caritas-int.be">www.caritas-int.be</a></td>
<td></td>
</tr>
<tr>
<td>• <a href="mailto:detention-detention@caritasint.be">detention-detention@caritasint.be</a></td>
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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, Tiel 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
  - 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
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
  - http://www.gettingthevoiceout.org/
Collection of testimonials from detainees and organisation for citizen’s action.
# EMERGENCY SERVICES

## GENERAL
- T: 112
Europe-wide, emergency medical assistance

## FIRE BRIGADE
- T: 100

## POLICE
- T: 101

## EMERGENCY ACCOMMODATION

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone/Freefone</th>
<th>Time</th>
</tr>
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<tbody>
<tr>
<td>Samu Social</td>
<td>Freephone: 0800 99 340 (24h/24h)</td>
<td></td>
</tr>
<tr>
<td>Reception centre Ariane</td>
<td>T: 02 346 66 60</td>
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</tr>
</tbody>
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## LISTENING SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone/Freefone</th>
<th>Time</th>
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<tbody>
<tr>
<td>Phone service</td>
<td>In French: 107, In Dutch: 106 (24h/7d)</td>
<td></td>
</tr>
<tr>
<td>Suicide prevention centre</td>
<td>Freephone: 0800 32 123 (24h/7d)</td>
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<tr>
<th>Service</th>
<th>Phone/Freefone</th>
<th>Time</th>
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<tbody>
<tr>
<td>Listening Service for Young People</td>
<td>Freephone: 103 (24h/7d)</td>
<td></td>
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<tr>
<td>Listening Service for domestic violence</td>
<td>Freephone: 0800 30 030</td>
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<tr>
<th>Service</th>
<th>Phone/Freefone</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>AIDS Helpline</td>
<td>Freephone: 0800 20 120</td>
<td>Monday to Friday from 18:00-21:00</td>
</tr>
<tr>
<td>Infor Drugs</td>
<td>T: 02 227 52 52 (24h/7d)</td>
<td></td>
</tr>
<tr>
<td>Red Cross</td>
<td>T: 105 (24h/7d)</td>
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## HEALTH CARE

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone/Freefone</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidents and aggressions</td>
<td>T: 112 (24h/7d)</td>
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</tr>
<tr>
<td>Ambulance</td>
<td>T: 100 (24h/7d)</td>
<td></td>
</tr>
<tr>
<td>SOS Rape</td>
<td>T: 02 534 36 36</td>
<td></td>
</tr>
<tr>
<td>Phone hotline: Monday to Friday from 9:30-17:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poison control centre</td>
<td>T: 070 24 52 45 (24h/7d)</td>
<td></td>
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<tr>
<td>Monday to Saturday from 9:00-19:00</td>
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