



PRACTICAL INFORMATION FOR MIGRANTS IN BRUSSELS



PLATFORM FOR INTERNATIONAL COOPERATION ON
UNDOCUMENTED MIGRANTS



PICUM, the **Platform for International Cooperation on Undocumented Migrants**, is a network of organisations working to ensure social justice and human rights for undocumented migrants. The Secretariat is based in Brussels and does not provide legal assistance to undocumented migrants.

This document lists the contact details of institutions, administrations and organisations that can be useful for a migrant person living in Brussels. This document is not exhaustive and only provides basic information which should be discussed and complemented by recognised professionals.

SUMMARY

General Information.....	3
Healthcare.....	4
Housing.....	6
Families.....	7
Domestic Violence.....	7
Unaccompanied or separated minors.....	8
Education.....	8
Detention.....	9
Employment.....	9
Voluntary work.....	10
Relations with law enforcement.....	10

⊗ General Information

The Belgian asylum procedure is complex and can take a long time. 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

In French and Dutch

Myria (Federal Migration Centre)

Rue Royale 138
1000 Brussels
T: 02 212 30 00
T: 0800 14 912
myria@myria.be
www.myria.be

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

Centrum voor Dringend Onthaal 'Ariane' /Ariane crisis centre

Avenue Pont de Luttre 132;
1190 Brussels
T: 02 346 66 60 (24/7 service)
info@centreariane.be

Temporary residential care in crisis situations (including after a house fire). Social assistance and referral to other services in function of the problem: material, psychological and administrative support, assistance with accommodation with the search for long-term solutions.

NANSEN asbl/vzw

Rue du Progrès 76
In the North Station
1030 Brussels
T: 0491 251 086
jlejeune@nansenrefugee.be
www.nansen-refugee.be

In French

CIRÉ (Coordination and Initiatives for Refugees and Migrants)

Rue du Vivier 80-82
1050 Brussels
T: 02 629 77 10
cire@cire.be
www.cire.be

Hotline Monday to Friday 9:00-12:30 and 13:30-16:30.
Open from Monday to Friday 9:00-12:30.
CIRÉ provides information and refers people to organisations that best suit their needs and are active in supporting migrants (Brussels/Wallonia).

ADDE (Association for the rights of foreigners)

Rue du Boulet 22
1000 Brussels
T: 02 227 42 42
www.adde.be

Legal aid drop-in sessions:
Information on residence permits: Mondays 9:00-12:00 and Wednesdays 14:00-17:00.
International family law: Mondays and Thursdays 14:00-17:00.
On-site social care: Tuesdays and Thursdays 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 8:00-17:00 (people attending for the first time must arrive at 8:00).

L'Olivier (Saint-Vincent de Paul Society)

Rue de la Rosée 9
1070 Brussels
T: 02 223 29 97
T: 02 243 16 23
ssvp.olivier@tiscali.be
contact@vincentdepaul.be
www.vincentdepaul.be

In Dutch

Vluchtelingenwerk (Flemish Refugee Council)

Kruidtuinstraat 75
1210 Brussels
T: 02 225 44 00
info@vluchtelingenwerk.be
www.vluchtelingenwerk.be

Open Monday to Friday 09:00-12:30 and 13:00-17:00.
Coordination of organisations that support refugees, migrants and asylum seekers.

Vluchtelingenwerk Startpunt

Chaussée d'Anvers 34
1000 Brussels
www.vluchtelingenwerk.be

Open from Monday to Friday 12:00-14:00, Tuesday and Wednesday 12:00-17:00.
Service point for asylum seekers arriving in Belgium for the first time. Near the North Station (Gare du Nord).

CAW Brussel Onthaal

Antwerpselaan 34
1000 Brussels
T: 0800 13 500
onthaal@cawbrussel.be
www.caw.be

Free walk-in service for advice: Monday, Tuesday, Thursday 13:00-16:30.
Wednesday, Friday 9:00-12:00
Services for people who have no other source of legal advice or social support.

⊗ Health care

Information, guidance and consultation

Medimmigrant asbl

DO NOT PROVIDE HEALTH CARE
Rue Gaucheret 164
1030 Brussels
T: 02 274 14 33
T: 02 274 14 34
Hotline: 0800 14 960
info@medimmigrant.be
www.medimmigrant.be

Provides information and guidance in Brussels
Hotline on Mondays, Thursdays and Fridays 10:00-13:00 and Tuesdays 14:00-18:00

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).

Médecins du Monde

Rue Botanique 75
1210 Bruxelles
T: 02 225 43 00
info@medecinsdumonde.be
www.medecinsdumonde.be

Only for people who are not already followed by a doctor and are unable to pay one.

Medical Bus in Brussels (Medibus)

Reception, guidance, nursing care
18:30-20:45
Mondays: Central Station
Tuesdays: South Station
Thursday: North Station

Mental health

Centre for Mental Health Care

Ninoofsesteenweg 120
1080 Brussels
T: 02 412 72 10
west@cgg-brussel.be
Consultations in Dutch. Translators are available upon request.

Service of Mental Health Ulysse

Rue de l'Ermitage 52
1050 Brussels
T: 02 514 40 14
www.ulysse-ssm.be

Birth and childhood

ONE - Department of Consultations and Home

Visits in French.
Chaussée de Charleroi 95
1060 Brussels
T: 02 542 12 21
info@one.be
www.one.be

Kind en Gezin

T: 078 150 100
www.kindengezin.be

Sexual and emotional life

Secular Federation of Family Planning Centres (NPO)

Rue de la Tulipe 34
1050 Brussels
T: 02 502 82 03
flcp@planningfamilial.net
www.planningfamilial.net

Material aid for newborns

Nasci VZW/ASBL

Rue d'Athenan 4
1030 Brussels
T: 02 216 88 85
nascivzw@skynet.be
www.nascivzw.be

Excision and female genital mutilation

GAMS asbl (Groupe pour l'abolition des mutilations génitales)

Rue Gabrielle Petit 6
1080 Brussels
T : 02 219 43 40
info@gams.be
www.gams.be

Pregnancy and childbirth

For undocumented mothers-to-be, medical care related to pregnancy and childbirth can be covered by the CPAS/OCMW within an EMA (Emergency Medical Aid; aide médicale urgente; dringende medische hulp).

The EMA ensures that undocumented people in Belgium have access to medical care by covering the medical costs, but requires you take several administrative steps. For more information, visit: www.ocmw-info-cpas.be

⊗ Housing

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

SAMU Social

Boulevard Poincaré 68
1000 Brussels
T: 02 551 12 20
or 0800 99 340
info@samusocial.be
www.samusocial.be

Main provider of shelter in Brussels. Unfortunately, it is hard to get through on the phone and their shelters are often full.

ASBL Pierre d'Angle

Rue Terre Neuve 153
1000 Brussels
T: 02 513 38 01
info@pierredangle.be
www.pierredangle.be

Association that offers accommodation for homeless people (limited capacity).

Plateforme Citoyenne

Rue Washington 186
1050 Brussels
volunteers@bxlrefugees.be
info@bxlrefugees.be
www.bxlrefugees.be

Provides temporary private accommodation. It operates on Fridays at 20:00 at Maximilian Park.

Social housing

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

Headquarter: Rue Jourdan 45-55. 1060 Brussels
Visitors: Avenue de la Toison d'Or, 72 1060 Brussels
T: 02 533 19 11
slrb@slrb.brussels
www.slrb.irisnet.be

The main condition 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.

Assisted living

Convivial asbl

Rue du Charroi 33/35
1190 Brussels
T: 02 503 43 46
info@convivial.be
www.convivial.be

Help and support for recognised refugees to find accommodation and housing after leaving the reception centre.

Mentor Escale

Rue Souveraine 19
1050 Brussels
T: 02 505 32 32
info@mentorescale.be
www.mentorescale.be

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

⊗ Families

Federal Agency for Family Allowances (FAMIFED)

Head Office
Rue de Trêve 70
1000 Brussels
T: 0800 94 434
www.famifed.be

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
rae.29rueblanche@misc.irisnet.be

Red Cross –Tracing Service

Rue de Stalle 96
1180 Brussels
T: 02 371 31 58
service.tracing@croix-rouge.be
www.rodekruis.be

Infor Jeunes Bruxelles

Rue Van Artevelde 155
1000 Brussels
T: 02 514 41 11
bruxelles@ijbxl.be
www.inforjeunesbruxelles.be

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

Families with underage children with irregular residence status.

⊗ 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 regularised or is being processed**.

When the victim is undocumented, it is strongly advised against filing a complaint directly with the police because it may lead to detention in a detention centre:

Domestic violence hotline

T : 0800 30 030
FREEPHONE
Specialist service addressed to anyone affected by domestic violence and/or intra-family violence, offering: a listening service, administrative and welfare support, 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.
Monday to Saturday 9:00 - 19:00.

Point d'Appui

Rue Maghin 33
4000 Liège
T: 04 227 69 51
www.pointdappui.be

Jesuit Refugee Service Belgium (JRS)

Rue Maurice Liétart 31/9
1150 Brussels
T: 02 738 08 18
info@jrbelgium.org
www.jrbelgium.org

Caritas Secours International

Rue de la Charité 43
1210 Brussels
T: 02 229 36 11
www.caritas-int.be
detentie-detention@caritasint.be

⊗ Unaccompanied or separated minors

The MENA/NBMV 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 (MENA in French / NBMV in Dutch). Some children are totally alone while others may live with members of their extended family (yet still qualify as MENA/NBMV). MENA/NBMV have the right to be housed and to access a specific residence status.

To qualify for this status, you must contact:

Guardianship Service

T: 078 15 43 24

tutelles@just.fgov.be

Legal assistance

Service droit des jeunes

www.sdj.be

bruxelles@sdj.be ou secretariat.bxl@sdj.be

Address if you have an appointment:

Rue du Marché aux Poulets 30

1000 Brussels

Address without appointment:

Rue Van Artevelde 155 à 1000 Bruxelles

Monday and Wednesday 14:00-18:00 and Friday 13:00-17:00

T: 02 209 61 61

You can call on Monday, Wednesday and Friday 9:00-17:00.

⊗ Education

Reading and Writing Brussels (Lire et Écrire Bruxelles)

Crystal Palace

Rue de la Borne 14 boîte 9

1080 Brussels

T: 02 412 56 10

info.bruxelles@lire-et-ecrire.be

www.lire-et-ecrire.be

Literacy courses and classes of French/Dutch as foreign language.

⊗ Detention

An adult undocumented migrant is always at risk of being issued with an order to leave the territory and being held in a detention centre for deportation. Undocumented families with children may be detained too. Unaccompanied minors (MENA/NBMV) can never be detained, but when a MENA/NBMV reaches 18 either without a residence permit or with a precarious residency status (registration certificate), they automatically become an undocumented adult. You do have rights in detention and several NGOs visit detention centres to provide assistance and legal aid.

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.

Jesuit Refugee Service Belgium (JRS)

Rue Maurice Liétart 31/9
1150 Brussels
T: 02 738 08 18
info@jrsbelgium.org
www.jrsbelgium.org

Point d'Appui

Rue Maghin 33
4000 Liège
T: 04 227 69 51
info@pointdappui.be
www.pointdappui.be

Caritas Secours International

Rue de la Charité 43
1210 Brussels
T: 02 229 36 11
detentie-detention@caritasint.be
www.caritas-int.be

⊗ Employment

Trade Unions

A trade union is an association of people that aims to defend the professional and economic interests of its members.

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

Confederation of Christian Unions (CSC) – Migrants

Rue Pletinckx 19
1000 Brussels
T : 02 557 80 69
etuc@etuc.org
www.etuc.org
Open on Mondays 9:30-12:00

Irregular work

Work is deemed irregular when an employer hires someone who does not have a valid residence document or work permit. Nevertheless, the worker is not without rights. The law guarantees all workers (both documented and undocumented) some minimum rights, including a minimum wage which may vary according to the work sector and which is usually set at €9,30 per hour, as well as decent working conditions.

FAIRWORK Belgium

Rue Gaucheret 164
1030 Brussels
T : 02 274 14 31
info@fairworkbelgium.be
www.fairworkbelgium.be / www.orcasite.be
Hotline on Mondays and Wednesdays 9:00-13:00 and on Thursdays 13:00-16:00

⊗ Voluntary work

Undocumented migrants have in principle no right to enter a volunteering agreement. But unlike paid work, there is neither organised control nor inspection against “irregular volunteering”. Beware however that if there is remuneration this could be considered irregular work.

Association for voluntary work

Rue Royale 11

1000 Brussels

T : 02 512 01 12

info@levolontariat.be

www.levolontariat.be

⊗ Relations with law enforcement

If you are an undocumented adult, each contact with the police can pose a risk of being arrested for irregular stay (24 hours max.) and being transferred to a detention centre in order to be deported. Nevertheless, in some circumstances, an undocumented person may need to address the police. You can find some advice on this matter further below.

Filing a complaint when undocumented

An undocumented person has the same right as any other citizen to file a complaint to the police when they become victim of a crime. We advise undocumented migrants to be accompanied by a close legal resident, a social worker or even a lawyer.

Home visits

Police have no right to force the door of a home solely because an undocumented person may live there. In this case, the police cannot force you to open the door and you can try to talk to them through the closed door to find out about their intentions.



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1000 Brussels

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Fax: +32/2/210 17 89

info@picum.org

www.picum.org