



# 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](http://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](http://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](http://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](http://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](http://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](http://www.vincentdepaul.be)

## In Dutch

### **Vluchtelingenwerk (Flemish Refugee Council)**

Kruidtuinstraat 75  
1210 Brussels  
T: 02 225 44 00  
info@vluchtelingenwerk.be  
[www.vluchtelingenwerk.be](http://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](http://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](http://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](http://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](http://www.maisonmedicale.org)

Medical homes have different working practices when it comes to offering their services to undocumented migrants. Check out this page with details of [intergroup](#) (Brussels, Charleroi, Liège).

### **Médecins du Monde**

Rue Botanique 75  
1210 Bruxelles  
T: 02 225 43 00  
info@medecinsdumonde.be  
[www.medecinsdumonde.be](http://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](http://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](http://www.one.be)

### **Kind en Gezin**

T: 078 150 100  
[www.kindengezin.be](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](mailto: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](mailto:service.tracing@croix-rouge.be)  
[www.rodekruis.be](http://www.rodekruis.be)

### Infor Jeunes Bruxelles

Rue Van Artevelde 155  
1000 Brussels  
T: 02 514 41 11  
[bruxelles@ijbxl.be](mailto:bruxelles@ijbxl.be)  
[www.inforjeunesbruxelles.be](http://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](http://www.pointdappui.be)

### Jesuit Refugee Service Belgium (JRS)

Rue Maurice Liétart 31/9  
1150 Brussels  
T: 02 738 08 18  
[info@jrbelgium.org](mailto:info@jrbelgium.org)  
[www.jrbelgium.org](http://www.jrbelgium.org)

### Caritas Secours International

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

### **Point d'Appui**

Rue Maghin 33  
4000 Liège  
T: 04 227 69 51  
info@pointdappui.be  
[www.pointdappui.be](http://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](http://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](http://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](http://www.fairworkbelgium.be) / [www.orcasite.be](http://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](mailto:info@levolontariat.be)

[www.levolontariat.be](http://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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Rue du Congres / Congresstraat 37-41, post box 5

1000 Brussels

Belgium

Tel: +32/2/210 17 80

Fax: +32/2/210 17 89

[info@picum.org](mailto:info@picum.org)

[www.picum.org](http://www.picum.org)