



# Practical information for undocumented migrants in Belgium



PICUM

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.

**While PICUM is based in Brussels, we do not provide legal assistance to undocumented migrants.**

### **This document:**

- Lists the contact details of institutions, administrations and organisations that can be useful for an undocumented migrant person living in **Belgium**. Please note that it is not exhaustive and only provides basic information.
- **Does not replace direct advice by the professionals / organisations listed in this document.**
- Does not address questions related to requesting asylum in Belgium.

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# General Information

The list below is an overview of organisations and institutions that can provide multiple services and information to advise you.

## Myria (Federal Migration Centre)

Place Victor Horta 40  
1060 Brussels  
T: (+32) 2 212 30 00  
T: (+32) 8 001 49 12 (free)  
[myria@myria.be](mailto:myria@myria.be)  
[www.myria.be](http://www.myria.be)

Myria, the Belgian Federal Migration Centre, is an independent public body that analyses migration, defends the rights of foreigners and combats human smuggling and trafficking.

- Myria provides free and confidential first-line support to people seeking information or advice about their fundamental rights or residence status.
- You can call their **hotline** on (+32) 8 001 49 12, available in French, Dutch and English on Mondays and Thursdays between 09:30 and 12:30.

## Coordination et Initiatives pour Réfugiés et étrangers (CIRÉ)

Rue du Vivier 80-82  
1050 Brussels  
T: (+32) 2 629 77 10  
[cire@cire.be](mailto:cire@cire.be)  
[www.cire.be](http://www.cire.be)

CIRÉ brings together different organisations that support the rights of refugees and undocumented migrants in Belgium.

- **Reception and information:** You can contact CIRÉ's main reception for general information and help finding the right service for your situation. Contact hours (phone or email): Monday to Friday between 09:00 and 12:30, and between 13:30 and 16:15.
- **Socio-legal hotline:** CIRÉ can give you information about asylum and residence procedures in Belgium.
  - **Contact hours (phone or email):** Mondays between 13:30 and 16:00 and Thursdays between 09:00 and 12:00.
  - **Walk-in (no appointment needed):** Mondays and Tuesdays between 09:00 and 12:00 and Thursdays between 13:30 and 16:00.
- **Languages:** Their services are available in French, but special arrangement can be made if necessary.

## Caritas International

Rue de la Charité 43  
1210 Brussels  
T: (+32) 2 229 36 11  
T: (+32) 8 003 52 43 (free)  
[Infofr@caritasint.be](mailto:Infofr@caritasint.be)  
[www.caritas-int.be](http://www.caritas-int.be)

Caritas International is a Belgian non-profit organisation supporting people on the move in their search for long-term solutions.

- **Psychosocial and administrative support:** Caritas offers support with social rights, residence and migration issues, and dealing with public services.
- **Walk-in hours (no appointment needed):** Mondays and Fridays between 08:30 and 11:30 and on Tuesdays and Wednesdays between 09:30 and 11:30, and between 13:30 and 15:30.
- **Hotline for urgent help or someone to talk to:** Call their number 08 00 35 243 from Monday to Friday between 09:00 and 17:00.
- **Languages:** Their services are available in French, Dutch and English.

## Vluchtelingenwerk Vlaanderen

Rue Botanique 75  
1210 Brussels  
T: (+32) 2 225 44 00  
[Info@vluchtelingenwerk.be](mailto:Info@vluchtelingenwerk.be)  
[www.vluchtelingenwerk.be](http://www.vluchtelingenwerk.be)

Vluchtelingenwerk Vlaanderen is a network organisation committed to fulfilling the rights of migrants, asylum seekers and refugees.

- **Multilingual information hotline:** They give information through a phone service, available Monday to Friday, between 09:00 and 12:30.
  - For French, Dutch and English: (+32) 2 225 44 11
  - For Ukrainian: (+32) 2 225 44 21
  - For Pashtu/Dari (only on Mondays, Thursdays and Tuesdays from 09:00-12:30): (+32) 2 225 44 11
  - Chat available through Whatsapp/Telegram: (+32) 4 89 133 355
- **Legal support:** They provide direct legal assistance through a multilingual team called Startpunt at Rue Belliard 68 every morning, Monday to Friday. There is also a legal helpdesk available on Monday, Wednesday, and Friday afternoons at Quai au Bois de Construction 10. Interpretation services are available.

## La Voix des Sans-Papiers

[voixsp1@hotmail.com](mailto:voixsp1@hotmail.com)  
[Facebook](#)  
[Instagram](#)

La Voix des Sans-Papiers is a collective of undocumented migrants in Brussels fighting for the right to a dignified life.

## CAW Brussels

Boulevard d'Anvers 34  
1000 Brussels  
T: (+32) 8 001 35 00 (free)  
T: (+32) 2 486 54 00  
[onthaal@cawbrussels.be](mailto:onthaal@cawbrussels.be)  
<https://www.caw.be>

CAW Brussels helps people with all their questions and problems related to welfare by offering them sustainable solutions. Their Migration Team is composed of both legal experts and psycho-social workers.

- **Legal advice:** They offer legal advice to anyone with questions about their residency and the residence procedures in Belgium.
- **Psycho-social counselling:** They offer support for emotional, social, or practical problems you may be facing.
- **How to contact them:** You can call or visit them from Monday to Friday, between 09:00 and 12:30 and 13:00 and 17:00.
- **Languages:** Their services are available in French, English and Dutch.

## Pigment vzw/asbl

Rue d'Ophem 54  
1000 Brussels  
T: (+32) 4 662 472 78  
[Info@pigmentvzw.be](mailto:Info@pigmentvzw.be)  
[www.pigmentvzw.be](http://www.pigmentvzw.be)

Pigment is an organisation whose mission is poverty alleviation through the promotion of the fundamental rights of undocumented migrants.

- **Reception and information:** You can visit them every Tuesday between 9:30 and 14:00 for socio-legal advice, information about their activities, a meal, a conversation and other essential services.
- **Free clothing boutique:** You can choose three items of clothing for free every Wednesday between 14:00 and 16:00.
- **Languages:** Their services are available in French, English and Dutch.

## Le Monde des Possibles ASBL

Potiérue 10  
4000 Liège  
T: (+32) 4 232 02 92  
[info@possibles.org](mailto:info@possibles.org)  
<https://www.possibles.org>

Le Monde des Possibles promotes the social inclusion of marginalised groups in Belgium.

- They offer **social and legal services** dedicated to issues such as access to housing, access to residence permits and other related matters.
  - **Legal service:** WhatsApp 0483 58 95 76; [service.juridique@possibles.org](mailto:service.juridique@possibles.org)
  - **Social service:** WhatsApp 0488 94 92 54; [service.social@possibles.org](mailto:service.social@possibles.org)
  - **Housing service:** [service.logement@possibles.org](mailto:service.logement@possibles.org)
- **Languages:** Their services are accessible by appointment in French, but interpretation is available if necessary.

## Point d'Appui

Rue Maghin 33  
4000 Liège  
T: (+32) 4 227 69 51  
[info@pointdappui.be](mailto:info@pointdappui.be)  
[www.pointdappui.be](http://www.pointdappui.be)

Point d'Appui promotes the rights of migrants in Belgium, with a particular focus on those who are undocumented or who have a precarious residence status.

- They provide specialised **legal aid** to migrants.
- They run a weekly **socio-legal service** in the closed detention centre in Vottem.
- Their services are available from Monday to Friday, between 09:00 and 17:00 in French, English and Spanish. Interpretation can be provided if necessary.

# Contact with the police

## Police controls in public and private spaces

In **public spaces**, anyone (including those without residence papers) can be subject to an identity check. However, for someone without residence papers, the consequences are more serious: they risk detention and deportation.

In the **private home**, 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 must have a search warrant. If they don't have a warrant, you can refuse their entry. This warrant must specify why the police can enter your home.

## Filing a complaint as a victim of crime when undocumented

In some circumstances, an undocumented person may need to address the police. **If you are a victim of a crime without residence papers it is strongly advised to first contact a support organisation to accompany you before filing a complaint directly with the police (otherwise filing a complaint without the support from an organisation may lead the police to report the victim to the immigration authorities, resulting in detention in a detention centre).**

For information on organisations providing legal assistance, see below.

## Domestic violence

Several services and organisations are available to persons who are facing domestic violence.

### Centre de Prévention des Violences Conjugales et Familiales

T: (+32) 2 539 27 44  
T: (+32) 8 003 00 30 (free)  
[info@cpvcf.org](mailto:info@cpvcf.org)  
<https://www.cpvcf.org>

This centre offers specialised support to anyone affected by domestic violence and/or intra-family violence.

- They also offer administrative and social support, counselling services for individuals or couples, a support group (for women), and accommodation for women with or without children (no age limit, confidential).
- **Helpline** available 24/7 on (+32) 8 003 00 30.
- **Reception and information** by e-mail or by phone on (+32) 2 539 27 44 from Monday to Friday between 09:00 and 17:00.



### SIEMPRE vzw/asbl

T: (+32) 4 711 142 43  
[siempre.ngo@gmail.com](mailto:siempre.ngo@gmail.com)  
[www.siempre-ong.org](http://www.siempre-ong.org)

Siempre provides support to Latin-American migrant women in Belgium.

- They organise socio-educational activities on gender, human rights, integral health, gender violence and prevention for women. They also refer to other services when needed.
- **Languages:** Their services are by appointment only and available in Spanish, French, English and Dutch.

### Association pour le Droit des Étrangers (ADDE)

Rue du Boulet 22  
1000 Brussels  
T: (+32) 2 227 42 42  
[info@adde.be](mailto:info@adde.be)  
[www.adde.be](http://www.adde.be)

ADDE is a research centre that promotes the rights of foreigners by resolving legal and social issues.

- Their legal experts answer questions exclusively during in-person sessions. General questions can be asked on Mondays and Thursdays from 09:00, while questions on international family law can be asked on Tuesdays from 13:30. They receive seven people each session in order of arrival.
- They also have a social worker who can be consulted in person on Tuesdays and Fridays from 09:00. Victims of domestic violence can consult the social worker on Tuesdays from 9:00 and Fridays from 13:00. Only ten people can be received each session in order of arrival.
- Appointments can only be made during in-person sessions and not by phone. Their services are available in French.

## Missing children

### Child Focus

Avenue Houba De Strooper 292  
1020 Laeken  
T: 116 000  
[116000@childfocus.org](mailto:116000@childfocus.org)  
<https://childfocus.be>

Child Focus works on finding missing children, supporting victims and families, offering psychological assistance.

- If you are a parent with a missing child, you can call the **hotline** 116 000.



# Immigration 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) should not be detained, but when a MENA/NBMV reaches 18 either they automatically become an undocumented adult and risk being detained. 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 (JRS) Belgium

Rue Maurice Liétart 31/9  
1150 Brussels  
T: (+32) 2 738 08 18  
[info@jrsbelgium.org](mailto:info@jrsbelgium.org)  
[www.jrsbelgium.org](http://www.jrsbelgium.org)

Jesuit Refugee Service (JRS) Belgium monitors immigration detention in Belgium and accompanies people in detention centers and return homes in the country.

## Caritas International

Rue de la Charité 43  
1210 Brussels  
T: (+32) 2 299 36 11  
[detention@caritasint.be](mailto:detention@caritasint.be)  
[www.caritas-int.be](http://www.caritas-int.be)

Caritas International is a Belgian non-profit organisation supporting people on the move in their search for sustainable solutions.

- They regularly visit closed detention centres to inform migrants of their situation and their rights, to break through their isolation, to provide psychosocial and legal support and to inspect their living conditions in the centres.

## NANSEN asbl/vzw

Rue Émile Féron 153  
1060 Brussels  
T: (+32) 4 852 684 40  
[info@nansenrefugee.be](mailto:info@nansenrefugee.be)  
[www.nansen-refugee.be](http://www.nansen-refugee.be)

NANSEN provides legal aid for all persons in need of international protection.

- They regularly visit detention centres to establish the profile of the detainees and to assess whether their fundamental rights are respected.
- Please consult their site for more information on how to contact them: <https://nansen-refugee.be/en/your-request/>. Information is available in English, French and Dutch.

## Point d'Appui

Rue Maghin 33  
4000 Liège  
T: (+32) 4 227 69 51  
[info@pointdappui.be](mailto:info@pointdappui.be)  
[www.pointdappui.be](http://www.pointdappui.be)

Point d'Appui promotes the rights of migrants in Belgium, with a particular focus on those who are undocumented or who have a precarious residence status.

- They provide specialised **legal aid** to migrants.
- They run a weekly socio-legal service in the closed detention centre in Vottem.
- Their services are available from Monday to Friday, between 09:00 and 17:00 in French, English and Spanish. Interpretation can be provided if necessary.

# Legal assistance

## Pro bono lawyers

In Belgium, every individual has the right to a free initial legal consultation. Undocumented individuals can also receive free assistance from a pro bono lawyer for their cases, covering all legal matters.

There are two ways of obtaining a pro bono lawyer:

**1. Contact your local Bureau for Legal Aid**, which will appoint a lawyer for you if you meet the conditions.

Below you can find the contact information of the **Bureau for Legal Aid in Brussels**:

Rue de la Régence 63 (-1)

1000 Brussels

T: (+32) 2 519 84 68

[bjb@baliebrussel.be](mailto:bjb@baliebrussel.be)

On-site consultations on Mondays, Tuesdays, Thursdays and Fridays between 09:00 and 11:00.

**2. Go directly to a lawyer of your choice** and ask them if they would take your case pro bono.

Find a lawyer close to you via <https://www.advocaat.be/en/search-lawyer?theme=immigration-law&radius=&name=&languages=>

Or you can contact one of the law firms listed below, known for their expertise in immigration law:

**Progress Lawyers Network Brussels**

Chaussée de Haecht 55

1210 Brussels

T: (+32) 2 215 26 26

[brussels@progresslaw.net](mailto:brussels@progresslaw.net)

Available by phone on Mondays between 09:00 and 12:30 and on Tuesdays, Wednesdays and Thursdays between 09:00 and 11:00 and 14:00 and 16:00.

**Antigone Advocaten**

Rotterdamstraat 53

2060 Antwerp

T: (+32) 3 232 60 97

[info@antigone-advocaten.be](mailto:info@antigone-advocaten.be)

Walk-in from Monday until Thursday between 14:00 and 16:00. Available by phone from Monday until Thursday between 09:30 and 13:00 and 15:00 and 18:00 and on Fridays between 15:00 and 17:00.

## Legal advice

Some civil society organisations provide free legal advice to migrants. They are however not able to represent you before the authorities and courts.

### Coordination et Initiatives pour Réfugiés et étrangers (CIRÉ)

Rue du Vivier 80-82  
1050 Brussels  
T: (+32) 2 629 77 10  
[cire@cire.be](mailto:cire@cire.be)  
[www.cire.be](http://www.cire.be)

CIRÉ is a coordination of various associations and services that promote the rights of refugees and undocumented migrants in Belgium.

- **Socio-legal hotline:** CIRÉ can give you information about asylum and residence procedures in Belgium.
- **Contact hours (phone or email):** Mondays between 13:30 and 16:00 and Thursdays between 09:00 and 12:00.
- **Walk-in (no appointment needed):** Mondays and Tuesdays between 09:00 and 12:00 and Thursdays between 13:30 and 16:00.
- **Languages:** Their services are available in French, but special arrangement can be made if necessary.

### Association pour le Droit des Étrangers (ADDE)

Rue du Boulet 22  
1000 Brussels  
T: (+32) 2 227 42 42  
[info@adde.be](mailto:info@adde.be)  
[www.adde.be](http://www.adde.be)

ADDE is a research centre that promotes the rights of foreigners by resolving legal and social issues.

- Their legal experts answer questions exclusively during in-person sessions. General questions can be asked on Mondays and Thursdays from 09:00, while questions on international family law can be asked on Tuesdays from 13:30. They receive seven people each session in order of arrival.
- Appointments can only be made during in-person sessions and not by phone.
- **Languages:** Their services are available in French.

### Vluchtelingenwerk Vlaanderen

Rue Botanique 75  
1210 Brussels  
T: (+32) 2 225 44 00  
[Info@vluchtelingenwerk.be](mailto:Info@vluchtelingenwerk.be)  
[www.vluchtelingenwerk.be](http://www.vluchtelingenwerk.be)

Vluchtelingenwerk Vlaanderen is a network organisation committed to fulfilling the rights of migrants, asylum seekers and refugees.

- **Legal support:** They provide direct legal assistance through a multilingual team called Startpunt at Rue Belliard 68 every morning, Monday to Friday. There is also a legal helpdesk available on Monday, Wednesday, and Friday afternoons at Quai au Bois de Construction 10. Interpretation services are available.

## Service droit des jeunes

T: (+32) 4 705 733 97

T: (+32) 2 209 61 61

[Bruxelles@sdj.be](mailto:Bruxelles@sdj.be)

[www.sdj.be](http://www.sdj.be)

Address if you have an appointment:

Rue du Marché au Poulet 30

1000 Brussels

Address without appointment:

Rue Van Artevelde 155

1000 Brussels

- Service droit des jeunes provides **front-line social and legal assistance** to children and young people under 22 years and their families.
- They can be consulted by phone on Mondays, Wednesdays and Fridays between 09:00 and 12:30 and 13:00 and 17:00.
- In-person consultations happen on Mondays, Wednesdays and Fridays between 14:00 and 18:00.
- **Languages:** Their services are available in French.

## NANSEN asbl/vzw

Rue Émile Féron 153

1060 Brussels

T: (+32) 4 852 684 40

[info@nansenrefugee.be](mailto:info@nansenrefugee.be)

[www.nansen-refugee.be](http://www.nansen-refugee.be)

NANSEN provides legal aid for all persons in need of international protection.

They have legal expertise on international protection procedures and offer dedicated support to victims of torture and stateless persons.

- They regularly visit detention centres to establish the profile of the detainees and to assess whether their fundamental rights are respected.
- Please consult their site for more information on how to contact them: <https://nansen-refugee.be/en/your-request/>. Information is available in English, French and Dutch.

# Healthcare

In Belgium, undocumented people have the right to access medical coverage called 'DMH' or 'AMU' – Urgent Medical Aid. "Urgent" does not exclusively mean emergency care. Preventive care is also covered, such as medication or treatments, visits to a dentist or doctor, sessions with a physiotherapist, blood tests, surgical procedures, etc.

## Advice and information

### Medimmigrant vzw/asbl

Rue Gaucheret 164

1030 Brussels

T: (+32) 2 274 14 33

T: (+32) 8 001 49 60

[Info@medimmigrant.be](mailto:Info@medimmigrant.be)

<https://medimmigrant.be>

Medimmigrant provides information and support on access to health care to undocumented migrants and migrants with a precarious residence status.

- You can find more information on access to healthcare on their site, available in French and Dutch. There are also multilingual information guides available [here](#).
- General questions can be asked by mail or by phone on Mondays, Thursdays and Fridays between 10:00 and 13:00, and on Tuesdays between 14:00 and 18:00.

## General medical services

### Medical Homes (Maison Médicales)

### Community Health Centres (Wijkgezondheidscentra)

Medical homes and Community Health Centres provide pluralistic and accessible health care for all. They have different working practices when it comes to offering their services to undocumented migrants.

Discover the nearest medical home or community health centre in your area and learn more about their services:

- Medical homes: <https://www.maisonmedicale.org/trouver-une-maison-medicale/>
- Community health centers: <https://vwgc.be/vind-jouw-wgc>

## Médecins du Monde Belgique

Médecins du Monde Belgique provides medical assistance to marginalised people, including migrants. They offer four different services in Brussels.

**Athena Centrum:** For urgent medical care.

Boulevard Bischoffsheim 31

1000 Brussels

Monday-Friday, 09:00-17:00

T: (+32) 2 244 53 02

[accueil@athenabrussels.be](mailto:accueil@athenabrussels.be)

<https://www.athenabrussels.be>

**MédiBus:** A bus providing medical care driving around Brussels. It operates at the following locations and times:

- Mondays: Central Station, Rue des Sols (18:30 – 20:45).
- Tuesdays: South Station, Esplanade de l'Europe (18:30 – 20:45).
- Thursdays: Porte de Namur, by the subway entrance (18:30 – 20:45).

**Humanitarian Hub:** A collaboration with several other NGOs, offering a wide range of essential services.

Avenue du Port 94/100

1000 Brussels

T: (+32) 8 001 49 60

- Available on Mondays, Thursdays and Fridays between 10:00 and 13:00.
- Tuesdays between 14:00 and 18:00.

Open every day between 11:30 and 17:00.

For nursing, medical and psychological care, Monday to Friday between 13:30 and 16:00.

**CASO:** Centre for Reception, Care and Orientation  
Permanent care centre of Médecins du Monde.

Rue Botanique 75

1210 Brussels

They answer additional questions on access to healthcare in Belgium.

Medical consults only by appointment.

T: (+32) 2 225 43 13

- From Monday to Friday, 09:00 to 17:00, and on Tuesdays until 18:00.

## Mental health services

### Centres for Mental Health Care

Centres for Mental Health Care provide specialised care for people with serious mental health problems. There are four different centres in Brussels. Each centre open to adults from the surrounding area, but the centre in Kruidtuin is the only one for children and young people.

#### Kruidtuin

Haachsesteenweg 76

1210 Brussels

T: (+32) 2 511 06 60

[kruidtuin@cgg-brussel.be](mailto:kruidtuin@cgg-brussel.be)

#### West

Ninoofsesteenweg 120

1080 Brussels

T: (+32) 2 412 72 10

[west@cgg-brussel.be](mailto:west@cgg-brussel.be)

- **Hotline** available from Monday to Friday between 09:00 and 17:00.

- **In-person consultations** are only by appointment and in Dutch, but interpretation can be available upon request.

#### Houba

Houba de Strooperlaan 136

1020 Brussels

T: (+32) 2 478 90 90

[houba@cgg-brussel.be](mailto:houba@cgg-brussel.be)

#### Zuid

Avenue Van Volxem 169

1990 Forest

T: (+32) 2 344 46 74

[zuid@cgg-brussel.be](mailto:zuid@cgg-brussel.be)



## Ulysse

Rue de l'Ermitage 52  
1050 Brussels  
T: (+32) 2 533 06 70  
[accueil@ulyssse-ssm.be](mailto:accueil@ulyssse-ssm.be)  
<https://www.ulyssse-ssm.be>

Ulysse is a mental health service for psychologically distressed migrants with a precarious residence status (undocumented migrants, asylum seekers, ...).

- They offer individual counselling and organise community activities.
- A new request for support can be made by phone from Monday to Friday between 09:00 and 17:00 (Mondays, Tuesdays and Thursdays until 18:00) or in-person from Monday to Friday between 14:00 and 16:00 (except Thursdays when they are available between 10:00 and 12:00).
- **Languages:** Their services are available in French, but interpretation is possible for counselling sessions.

## Solentra

Saintelette Square 17  
1000 Brussels  
T: (+32) 2 477 57 15  
[solentra@uzbrussel.be](mailto:solentra@uzbrussel.be)  
[www.solentra.be](http://www.solentra.be)

Solentra offers specialised psychological care, therefore only healthcare or service providers – such as general practitioners, psychiatrists, social workers, etc – can register clients via the online form.

- If you have any questions about this registration procedure, you can contact the secretariat in Brussels.
- The secretariat is available by telephone on weekdays between 09:00 and 13:00 (except on Wednesdays).

## Sexual and reproductive health

### Family Planning Centres

Family planning centres provide judgment-free support and information on family matters with a multidisciplinary team. You do not need an appointment for an initial consultation. They offer a variety of services, including medical, psychological, sexological, social and legal consultations. Some centres perform abortion procedures. Families and couples can also benefit from mediation services or counselling in certain centres.

- Discover the nearest centre in your area and learn more about their services: <https://www.monplanningfamilial.be/carte-des-centres>

## Nasci vzw/asbl

Rue d'Athenan 4  
1030 Brussels  
T: (+32) 2 216 88 85  
[info@nascivzw.be](mailto:info@nascivzw.be)  
<https://nascivzw.be>

Nasci supports disadvantaged pregnant women, single mothers and families with young children who are temporarily or structurally struggling.

- They offer material assistance, medical help for moms and kids, parenting support, social information and referrals, and convivial meeting times and outings.
- For the first registration, you need to make an appointment by phone. They are available from Monday to Friday, between 09:00 and 12:30 and 13:30 and 16:30.
- **Languages:** Their services are available in French, English and Dutch, but they have colleagues who speak Arabic, Russian, Turkish, Peul, Italian and Spanish.

## Female genital mutilation

### Groupe pour l'Abolition des Mutilations Sexuelles (GAMS) vzw/asbl

Rue Gabrielle Petit 6  
1080 Brussels  
T: (+32) 2 219 43 40  
[info@gams.be](mailto:info@gams.be)  
<https://gams.be/>

GAMS fights for the abolition of female genital mutilation in Belgium and around the world. They collaborate with affected communities and engage in prevention, support, professional training and advocacy efforts.

- They provide every affected woman with multidisciplinary individualised support based on her needs. You can call them on weekdays between 09:00 and 17:00 to make an appointment.
- They promote access to two multidisciplinary centres in Belgium that provide holistic support to women and girls who have undergone female genital mutilation.

#### **CeMaVie**

Rue Haute 320  
1000 Brussels  
T: (+32) 2 535 36 66

#### **UZ Gent – Vrouwenkliniek**

C. Heymanslaan 10  
9000 Ghent  
[vrouwenkliniek@uzgent.be](mailto:vrouwenkliniek@uzgent.be)  
T: (+32) 9 332 37 83

# Housing

You can legally rent private accommodation without a residence permit in Belgium. Unless the law changes, you do not risk detection by signing a written agreement and it is wise to have written proof of your lease agreement. In practice, access to stable and decent housing for people without residence papers remains problematic.

## Shelters

### Samusocial

Boulevard Poincaré 68  
1000 Brussels  
T: (+32) 800 99 340  
[info@samusocial.be](mailto:info@samusocial.be)  
<https://samusocial.be>

Samusocial provides emergency assistance (accommodation, mobile aid teams, medical care and psychosocial support) free of charge to people without accommodation in Brussels.

Unfortunately, it is hard to get through on the phone and their shelters are often full.

### Pierre d'Angle asbl/ Hoeksteen vzw

Rue Terre Neuve 153  
1000 Brussels  
T: (+32) 2 513 38 01  
T: (+32) 474 10 98 30  
[info@pierredangle.be](mailto:info@pierredangle.be)  
<https://pierredangle.be>

Pierre d'Angle is an association that offers homeless people year-round emergency and daytime accommodation with showers, siestas and social support.

- You need to call them on Monday mornings at 10:00 sharp to obtain a bed in a dormitory for one week. You can use their general phone number or their WhatsApp number.

### Centre d'accueil d'urgence Ariane

Avenue Pont de Luttre 132  
1190 Brussels  
T: (+32) 2 346 66 60 (24/7 service)  
[info@centreatriane.be](mailto:info@centreatriane.be)

The Centre d'accueil d'urgence Ariane offers shelter for persons in acute psychosocial distress and in need of same-day care (maximum duration is 2 months).

- They also search for long-term solutions by referring temporary residents to other reception facilities that meet their needs, and by offering them material, psychological and administrative support.

## Temporary private accomodation

### Plateforme Citoyenne de Soutien aux Réfugiés

Avenue Van Volxem 402

1190 Forest

T: (+32) 4 733 232 89

[info@belrefugees.be](mailto:info@belrefugees.be)

[hebergement@bxlrefugees.be](mailto:hebergement@bxlrefugees.be)

<http://www.bxlrefugees.be>

- They coordinate a [Facebook group](#) with citizens willing to host people in their homes.

The Plateforme Citoyenne de Soutien aux Réfugiés offers, within its means, a response to requests for information, training and assistance migrants in Belgium.

## Social housing

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

Please consult the guide of the Brussels Housing Corporation in [French](#) or in [Dutch](#) for more information.

# Families

## Marriage or legal cohabitation

A person without a residence permit has the right to marry or enter into legal cohabitation with their partner. The conditions to be met will depend on the status of the partner.

## Having children

A foreign national child born in Belgium to parents without a residence permit takes on the nationality of their parents and follows their residence status. As a result, the child does not automatically become Belgian. They may acquire Belgian nationality in certain specific situations. An undocumented person may obtain a residence right based on the recognition of their child, if the child is Belgian or a European citizen.

## Organisations

### Infor Jeunes Brussels

Rue Van Artevelde 155  
1000 Brussels  
T: (+32) 2 514 41 11  
[bruxelles@ijbxl.be](mailto:bruxelles@ijbxl.be)  
[www.inforjeunesbruxelles.be](http://www.inforjeunesbruxelles.be)

Infor Jeunes provides information to young people in Brussels in all areas of concern (housing, education, work ...).

- They have different addresses in Brussels that you can visit to obtain information. The one listed is open on Mondays and Wednesdays between 10:00 and 12:00 and 13:00 and 17:00, and on Tuesdays, Thursdays and Fridays between 13:00 and 17:00.
  - Please consult [this link](#) to find other addresses in Brussels.
- **Languages:** Their services are available in French.

### Open deur vzw / Porte Ouverte asbl

Rue du Boulet 30  
1000 Brussels  
T: (+32) 2 513 01 08  
[porte-ouverte@open-deur.be](mailto:porte-ouverte@open-deur.be)  
<https://open-deur.be>

Open deur/ Porte Ouverte hosts single women with or without children and who are temporarily unable to live independently. They are 24/7 available to receive residents.

- They offer different services (psychosocial counselling, educational activities...) to the residents in French and Dutch. Interpretation can be arranged when necessary.

## Tracing Service of the Red Cross

Boulevard Ernest Melot 42  
5000 Namur  
T: (+32) 8 177 16 48  
T: (+32) 1 544 35 22  
[service.rlf@croix-rouge.be](mailto:service.rlf@croix-rouge.be)  
[rlf@rodekruis.be](mailto:rlf@rodekruis.be)

The Tracing service of the Red Cross supports people on the move in their search for their lost loved ones.

- You can contact this service through [the contact form](#), by mail or by phone. They are available by phone from Monday to Tuesday between 9:30 and 12:30.

## Service droit des jeunes

Address if you have an appointment:  
Rue du Marché au Poulet 30  
1000 Brussels  
T: (+32) 4 705 733 97  
T: (+32) 2 209 61 61  
[bruxelles@sdj.be](mailto:bruxelles@sdj.be)  
[www.sdj.be](http://www.sdj.be)

Address without appointment:  
Rue Van Artevelde 155  
1000 Brussels

Service droit des jeunes provides front-line social and legal assistance to children and young people under 22 years and their families.

- They can be consulted by phone on Mondays, Wednesdays and Fridays between 09:00 and 12:30 and 13:00 and 17:00.
- **In-person consultations** happen on Mondays, Wednesdays and Fridays between 14:00 and 18:00.
- **Languages:** Their services are available in French.

## Amoureux, vos papiers!

[Amoureuxvospapiers@gmail.com](mailto:Amoureuxvospapiers@gmail.com)  
<https://amoureuxvospapiers.be>

Amoureux, vos papiers! support couples impacted by Belgian migration policies.

- You can contact them by mail or through the [contact form](#). They provide general information and give individual advice, jointly with a legal expert and a social worker.

## Child Focus

Avenue Houba De Strooper 292  
1020 Laeken  
T: 116 000  
[116000@childfocus.org](mailto:116000@childfocus.org)  
<https://childfocus.be>

Child Focus works on finding missing children, supporting victims and families, offering psychological assistance.

- If you are a parent with a missing child, you can call the **hotline** 116 000.

# Unaccompanied or separated children

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 apply for a specific residence status.

Find more information at [https://justitie.belgium.be/nl/themas\\_en\\_dossiers/kinderen\\_en\\_jongeren/niet-begeleide\\_minderjarige\\_vreemdelingen](https://justitie.belgium.be/nl/themas_en_dossiers/kinderen_en_jongeren/niet-begeleide_minderjarige_vreemdelingen)

If you are or you meet someone who meets the definition of an unaccompanied minor (MENA/NBMV), contact the **Guardianship Service:**

T: (+32) 7 815 43 24

[tutelles@just.fgov.be](mailto:tutelles@just.fgov.be)

## Minor Ndako

Vogelenzangstraat 76  
1070 Anderlecht  
T: (+32) 2 503 56 29  
<https://minor-ndako.be>

Minor Ndako focuses on the reception and guidance of unaccompanied minors. They have small living facilities dotted throughout the country.

## Caritas International

Rue de la Charité 43  
1210 Brussels  
T: (+32) 2 229 36 11  
T: (+32) 8 003 52 43  
[Infofr@caritasint.be](mailto:Infofr@caritasint.be)  
[www.caritas-int.be](http://www.caritas-int.be)

Caritas International is a Belgian non-profit organisation supporting migrants in their search for sustainable solutions.

They provide psychosocial and administrative support in the areas of social rights, the rights of foreigners, as well as interactions with any public administration. They also provide support to foreign unaccompanied minors.

- You can visit them without an appointment on Mondays and Fridays between 08:30 and 11:30 and on Tuesdays and Wednesdays between 09:30 and 11:30, and between 13:30 and 15:30.
- Their **hotline** is available on (+32) 8 003 52 43 from Monday to Friday between 09:00 and 17:00, if you have an urgent request or need a listening ear.
- **Languages:** Their services are available in French, Dutch and English.



# Education

In Belgium, all children (whether accompanied or not) aged 6 to 18 residing in the country have the right to education, regardless of their residence status or that of their parents. To register at a school, an identity document of the child is necessary (for undocumented children this can be a passport, even if no longer valid). No fees will be charged for enrolment. However, school-related costs (such as hot meals, childcare, extracurricular activities, etc.) remain the responsibility of the parents. School education in Belgium is provided in French or Dutch (or German in the official German-speaking region in Belgium).

In the case of adults, vocational training and higher education are mostly inaccessible to people without residence papers. However, there are various inclusive organisations that are open to the enrolment of people without papers, such as social promotion programmes and different structures for learning French/Dutch.

## Lire et Écrire Brussels

Crystal Palace  
Rue de la Borne 14 boîte 9  
1080 Brussels  
T: (+32) 2 412 56 10  
[info.bruxelles@lire-et-ecrire.be](mailto:info.bruxelles@lire-et-ecrire.be)  
<http://www.lire-et-ecrire.be/bruxelles>

Lire et Écrire Brussels advocates for the right to literacy by ensuring quality literacy training for any willing adult.

- They operate eight different reception points in Brussels, where they direct people looking for literacy or French courses to the right centres. Find the one closest to you [here](#).

## SB Overseas (SBO)

Rue du Progrès 231  
1030 Schaerbeek  
T: (+32) 4 718 38 138  
T: (+32) 2 377 89 08  
[info@sboverseas.org](mailto:info@sboverseas.org)  
<https://sboverseas.org>

SB Overseas (SBO) works for the sustainable development and inclusion of migrant and refugee communities in Belgium (Brussels, the MENA region, and the South).

- They provide educational and humanitarian support, and advocate for their rights on a local, national, European and international levels.

# Work

People without residence papers in Belgium are not allowed to work and do not have access to the legal labour market. A residence permit is necessary to work regularly. Furthermore, under the current regional and federal regulations, people without residence papers cannot access the single permit procedure. This procedure requires, for those already in Belgium, a residence permit of at least 3 months.

## Irregular work

Work is deemed irregular when an employer hires someone who does not have a valid residence document or work permit. However, an irregular worker does have rights.

When a person without residence papers works, their rights are protected just like those of other workers, even if their stay is irregular and their contributions have not been declared to social security. Their employer must comply with regulations on minimum wage in Belgium, health and safety at work, and working hours. There are organisations that help both workers with and without residence papers assert their rights in case of a dispute with the employer, or in cases of abuse or exploitation.

If an inspection occurs at a business and the inspectors see that it is employing people without residence papers, the police will be called and these individuals risk being arrested, detained in a closed facility, and deported. The employer faces criminal and administrative sanctions.

### FAIRWORK Belgium

Rue Gaucheret 164  
1030 Brussels  
T: (+32) 2 274 14 31  
[info@fairworkbelgium.be](mailto:info@fairworkbelgium.be)  
[www.fairworkbelgium.be](http://www.fairworkbelgium.be)

FAIRWORK Belgium works to improve the working conditions of undocumented workers in Belgium.

Are you an employee without legal residence or is your right of residence restricted? Do you have any questions about working in Belgium?

- Read the website for information available in English, French, Spanish, Portuguese and Ukrainian.
- Call the **hotline** number (+32) 8 001 20 19, available on Mondays and Wednesdays between 9:00 and 13:00, and on Thursdays between 13:00 and 16:00.

## Trade unions

A trade union is an association 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 residence papers. These services can guide and advise you about employment law, and migrants' rights.

### Confédération des Syndicats Chrétiens (CSC) – Migrants

Rue Pletinckx 19  
1000 Brussels  
T: (+32) 2 557 80 69

<http://www.acv-brussel.be>

The Confédération des Syndicats Chrétiens is the largest trade union federation in Belgium.

- CSC has a dedicated “Migrants CSC” program that works to inform migrant workers about their rights, Belgian labour laws, and fights against exploitation and discrimination, including those with and without papers. You can find more information on their website: <https://www.lacsc.be/services/services-sur-mesure/migration>

## Voluntary work

Volunteers in Belgium usually sign a volunteering agreement, which may include remuneration (e.g. nominal fees that volunteers receive to cover transportation, etc.).

Without official residence, you may not carry out voluntary work for an organisation. While you will not be punished for voluntary work, the organisation you're doing voluntary work for may be penalised.

For more information about your rights as an undocumented person in Belgium, please see the FAIRWORK Belgium website: <https://www.fairworkbelgium.be/en/faq/am-i-allowed-to-do-voluntary-work/>

## Other organisations

### SB Overseas (SBO)

Rue du Progrès 231  
1030 Schaerbeek  
T: (+32) 4 718 381 38  
T: (+32) 2 377 89 08  
[info@sboverseas.org](mailto:info@sboverseas.org)  
[www.sboverseas.org](http://www.sboverseas.org)

SB Overseas (SBO) works for the sustainable development and inclusion of migrant and refugee communities in Belgium (Brussels, the MENA region, and the South). They provide educational and humanitarian support, and advocate for their rights a local, national, European and international levels.

Through the Leadership au Féminin program, they support women from migrant backgrounds in their journey towards professional integration and employment. Moreover, they also provide career exploration workshops for unaccompanied minors. These workshops aim to make certain professions more accessible by enhancing understanding, demystifying various roles, and introducing participants to less known or underrepresented career paths. You can reach out to: [SBO\\_LeadershipAuFeminin@gmail.com](mailto:SBO_LeadershipAuFeminin@gmail.com)



**PICUM**

For undocumented migrants,  
for social justice.

Rue du Congres 37,  
1000 Brussels, Belgium  
+32 2 883 68 12  
[info@picum.org](mailto:info@picum.org)  
[www.picum.org](http://www.picum.org)