



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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Table of Contents

General Information	4
Contact with the police	7
Police controls in public and private spaces	7
Filing a complaint as a victim of crime when undocumented	7
Domestic violence	7
Missing children	8
Immigration detention	9
Legal assistance	11
Pro bono lawyers	11
Legal advice	12
Healthcare	14
Advice and information	14
General medical services	14
Mental health services	15
Sexual and reproductive health	16
Female genital mutilation	17
Housing	18
Shelters	18
Temporary private accommodation	19
Social housing	19
Families	20
Marriage or legal cohabitation	20
Having children	20
Organisations	20
Unaccompanied or separated children	22
Education	23
Work	24
Irregular work	24
Trade unions	25
Voluntary work	25
Other organisations	25

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: 02 212 30 00
T: 0800 14 912 (free)
myria@myria.be
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 08 00 14 912, available in French, Dutch and English on Mondays and Thursdays between 09:30 and 12:30.

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

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: 02 229 36 11
T: 08 00 35 243 (free)
Infofr@caritasint.be
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 (Flemish Refugee Action)

Kruidtuinstraat 75
1210 Brussels
T: 02 225 44 00
Info@vluchtelingenwerk.be
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: 02 225 44 11
 - For Ukrainian: 02 225 44 21
 - For Pashtu/Dari (only on Mondays, Thursdays and Tuesdays from 09:00-12:30): 02 225 44 11
 - Chat available through Whatsapp/Telegram: 0489 133 355
- **Legal support:** They run a legal helpdesk on Monday, Wednesday and Friday afternoons, and provide direct legal aid to asylum seekers through Startpunt. It's available at Boulevard Pachéco 44 every morning from Monday to Friday. Interpretation is available thanks to a team of volunteers who are proficient in various languages.

La Voix des Sans-Papiers

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

Antwerpselaan 34
1000 Brussels
T: 0800 13 500 (free)
T: 024 86 54 00
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

Oppemstraat 54
1000 Brussels
T: 0466 24 72 78
Info@pigmentvzw.be
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: 042 32 02 92
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
 - **Social service:** WhatsApp 0488 94 92 54; service.social@possibles.org
 - **Housing service:** 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: 042 27 69 51
info@pointdappui.be
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: 02 539 27 44
T: 0800 30 030 (free)
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 0800 30 030.
- **Reception and information** by mail or by phone on 02 539 27 44 from Monday to Friday between 09:00 and 17:00.

SIEMPRE vzw/asbl

T: 0471 11 42 43

siempre.ngo@gmail.com

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.

ADDE (Association for the rights of foreigners)

Rue du Boulet 22

1000 Brussels

T: 02 227 42 42

info@adde.be

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

Houba De Strooper 292

1020 Laeken

T: 116 000

116000@childfocus.org

<https://childfocus.be/fr-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: 02 738 08 18
info@jrsbelgium.org
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: 02 299 36 11
detention@caritasint.be
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: 0485 26 84 40
info@nansenrefugee.be
www.nansen-refugee.be/en/

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: 042 27 69 51
info@pointdappui.be
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**:

Regentschapsstraat 63 (-1)

1000 Brussels

T: 02 519 84 68

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

Haachtsesteenweg 55

1210 Brussels

T: 02 215 26 26

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: 03 232 60 97

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.

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

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.

ADDE (Association for the rights of foreigners)

Rue du Boulet 22
1000 Brussels
T: 02 227 42 42
info@adde.be
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 (Flemish Refugee Action)

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

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

- **Legal support:** They run a legal helpdesk on Monday, Wednesday and Friday afternoons, and provide direct legal aid to asylum seekers through Startpunt, a team of volunteers located at Boulevard Pachéco 44 every morning from Monday to Friday. Interpretation is available.

Service droit des jeunes

T: 0470 57 33 97

T: 02 209 61 61

Bruxelles@sdj.be

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: 0485 26 84 40

info@nansenrefugee.be

www.nansen-refugee.be/en/

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: 02 274 14 33

T: 08 00 14 960

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.

Jos de Brouchovenstraat 2

1000 Brussels

Monday-Friday, 09:00-17:00

T: 0494 18 90 24

accueil@athenabrussels.be

<https://www.athenabrussels.be/en.html>

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

- Mondays: Central Station, Stuiversstraat (18:30 – 20:45).
- Tuesdays: South Station, Esplanade de l'Europe (18:30 – 20:45).
- Thursdays: North Station, Simon Bolivarplein (18:30 – 20:45).

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

Havenlaan 100

1000 Brussels

T: 0800/14.960

- 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.

Kruidtuinstraat 75

1210 Brussels

They answer additional questions on access to healthcare in Belgium.

Medical consults only by appointment.

T: 02 225 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: 02 511 06 60

kruidtuin@cgg-brussel.be

West

Ninoofsesteenweg 120

1080 Brussels

T: 02 412 72 10

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: 02 478 90 90

houba@cgg-brussel.be

Zuid

Van Volxemlaan 169

1990 Vorst

T: 02 344 46 74

zuid@cgg-brussel.be

Ulysse

Rue de l'Ermitage 52
1050 Brussels
T: 02 533 06 70
accueil@ulyse-ssm.be
<https://www.ulyse-ssm.be/contact>

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: 02 477 57 15
solentra@uzbrussel.be
www.solentra.be/en

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: 02 216 88 85
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 génitales – GAMS vzw/asbl

Rue Gabrielle Petit 6
1080 Brussels
T: 02 219 43 40
info@gams.be
<https://gams.be/en/you-are-affected/>

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: 02 535 36 66

UZ Gent – Vrouwenkliniek

C. Heymanslaan 10
9000 Ghent
vrouwenkliniek@uzgent.be
T: 09 332 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: 0800 99 340
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: 02 513 38 01
T: 0474 10 98 30
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.

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

The Ariane crisis centre 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

Citizen Platform for Refugee Support

Rue Gabrielle Petit 6

1080 Brussels

T: 0473 32 32 89

info@belrefugees.be

hebergement@bxlrefugees.be

<http://www.bxlrefugees.be/en/>

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

The Citizen Platform for Refugee Support 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.

- Guide in French: [brochure-2024-fr.pdf](#)
- Guide in Dutch: [brochure-2024-nl.pdf](#)

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 Bruxelles

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

Infor Jeunes Bruxelles 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: 02 513 01 08
porte-ouverte@open-deur.be
<https://open-deur.be/fr>

Open deur vzw/ Portr Ouverte asbl 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: 081 77 16 48
T: 015 44 35 22
service.rlf@croix-rouge.be
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: 0470 57 33 97
T: 02 209 61 61
bruxelles@sdj.be
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
<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

Houba De Strooper 292
1020 Laeken
T: 116 000
116000@childfocus.org
<https://childfocus.be/fr-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

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

T: 078 15 43 24

tutelles@just.fgov.be

Minor Ndako

Vogelenzangstraat 76
1070 Anderlecht
T: 02 503 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: 02 229 36 11
T: 08 00 35 243
Infofr@caritasint.be
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 08 00 35 243 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.

Reading and Writing Brussels (Lire et Écrire Bruxelles)

Crystal Palace
Rue de la Borne 14 boîte 9
1080 Brussels
T: 02 412 56 1
info.bruxelles@lire-et-ecrire.be
<http://www.lire-et-ecrire.be/bruxelles>

Lire et Écrire Bruxelles 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: +32471838138
T: +3223778908
info@sboverseas.org
<https://sboverseas.org/fr/>

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: 02 274 14 31

info@fairworkbelgium.be

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 08 00 12019, open 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.

Confederation of Christian Trade Unions (CSC) – Migrants

Rue Pletinckx 19
1000 Brussels
T: 02 557 80 69
<http://www.acv-brussel.be>

The “Confédération des syndicats chrétiens” (Confederation of Christian Trade Unions) 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 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: 0471 83 81 38
T: 02 377 89 08
info@sboverseas.org
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



PICUM

For undocumented migrants,
for social justice.

Rue du Congres 37,
1000 Brussels, Belgium
+32 2 883 68 12
info@picum.org
www.picum.org