SERVICES – INSTITUTIONS

CGRS - office of the commissioner general for refugees and stateless persons

Official address
Rue Ernest Blerot 39
1070 BRUXELLES
For asylum seekers, lawyers, persons of confidence, guardians, recognised
Rue Ernest Blerot 39
1070 BRUSSELS
Entrance for visitors
Place Victor Horta 40
1060 BRUSSELS
+32 (0)2 205 51 11
+32 (0)2 205 50 01 (fax)
cgra.info@ibz.fgov.be

IMMIGRATION OFFICE

Boulevard Pacheco 44
1000 Bruxelles
Plan d'accès
INFODESK
(Pour toutes vos questions liées à votre dossier)
Tel. : 02/793.80.00
Monday 9h30-12h00
Tuesday 9h30-12h00
Wednesday 9h30-12h00
Thursday 14h-16h00
Friday 9h30-12h00
E-mail : infodesk[at]ibz.fgov.be

CALL – Council of Aliens Law Litigations

Adresse
Conseil du Contentieux des Étrangers
Rue Gaucheret 92-94
1030 BRUXELLES

The Council is easily accessible by public transportations

By train: 5 minutes' walk from Bruxelles-Nord station
By tram or bus: Bruxelles-Nord station
Open Monday to Friday 8.30am to 4.00pm
Phone et fax
Tel.: 02/791.60.00
Fax: 02/791.62.26

Email : info.rvv-cce@ibz.fgov.be .

SUPPORT SERVICES FOR NEWLY-ARRIVED IMMIGRANTS

These associations offer information, support and guidance for newly-arrived immigrants. They know the needs of new arrivals and can offer you practical support.

IN BRUSSELS

1000 BRUSSELS

MAISON de la SOLIDARITÉ

Place Sainte-Catherine 44A

Tel. : 02/279.63.80

Fax : 02/279.63.89

1030 Schaerbeek

ATMOSPHÈRE AMO (Youth Aid Association)

Place de la Reine, 35

Landline/fax: 02/18.87.88

Mobile : 0484/953.288

www.atmosphere-amo.be

1050 Ixelles

CIRÉ (Coordination and Initiatives for Refugees and Foreigners)

Rue du Vivier, 80/82

Tel. : 02/629.77.10

www.cire.be

Information & Advice

Where can I find information and other services?

1070 Anderlecht

CONVERGENCE

Boulevard de la Révision 36-38

Tel. : 02/523.82.46

Mobile : 0473/81.61.55

www.convergence.be

1080 Molenbeek-Saint-Jean

SAMPA (Aid for New Immigrants in Molenbeek)

Rue Comte de Flandre 15

Tel. : 02/422.06.11

Fax : 02/422.06.27

www.molenbeek.be

1190 Forest

CONVIVIAL

(Movement for the Integration of Refugees)

Rue du Charroi 33-35

Tel. : 02/503.43.46

Fax : 02/503.19.74

www.convivial.be

1210 Saint-Josse

La VOIX des FEMMES

Rue de l'Alliance 20

Tel. : 02/218.77.87

Fax : 02/219.60.85

www.lavoixdesfemmes.org

DUTCH LANGUAGE SERVICE

BON (Brussels Office for Foreigners)

– Rue de l'Avenir 35

1080 Molenbeek-Saint-Jean

– Rue Ph. de Champagne 23

1000 Bruxelles

– Place Colignon 4

1030 Schaerbeek

Tel. : 02/501.66.80

www.bon.be

IN WALLONIA

REGIONAL INTEGRATION CENTERS

Brabant wallon

CRIBW (Regional Integration Center for Brabant Wallon)

Rue de Mons 17/1 – 1480 Tubize

Tel. : 02/366.05.51

www.cribw.be

Charleroi

CRIC (Regional Integration Center for Charleroi)

Rue Hanoteau 23

6060 Gilly

Tel. : 071/20.98.60

www.cricharleroi.be

La Louvière

CeRAIC (Regional Intercultural Action Center of Central Belgium)

Rue Dieudonné François 43

7100 Trivières (La Louvière)

Tel. : 064/23.86.56

www.ceraic.be

Liège

CRIPEL (Liège Regional Integration Center for Foreigners and Persons of Foreign Origin)

Place Xavier Neujean 19B

4000 Liège

Tel. : 04/220.01.20

www.cripel.be

Mons

CIMB (Mons and Le Borinage Regional Integration Center)

Rue Grande, 56

7330 Saint-Ghislain

Tel. : 065/61.18.50

www.cimb.be

Namur

CAI (Intercultural Action Center of Namur Province)

Rue Docteur Haibe 2

5002 Saint-Servais (Namur)

Tel. : 081/73.71.76

www.cainamur.be

Verviers

CRVI (Verviers Regional Integration Center for Foreigners and Persons of Foreign Origin)

Rue de Rome 17 – 4800 Verviers

Tel. : 087/35.35.20

www.crvi.be

INTERNET RESOURCES

INFORMATION FOR NEWLY-ARRIVED IMMIGRANTS

There is a website about legislation and procedures concerning foreigners (residence, jobs, housing, etc.).

www.newintown.be

USEFUL GENERAL INFORMATION

Another website gives you a full range of information to guide you for housing, health, jobs and other important needs:

www.belgopocket.be

The Citizens' ("Citoyens") portal on the Wallonia-Brussels Federation website will provide you with information about everyday life and about the various subjects addressed in this brochure:

www.cfwb.be

BELGIUM AND YOUR REGION

Belgium's federal website:

www.belgium.be

Brussels-Capital Region website:

www.bruxelles.irisnet.be

Walloon Region website:

www.wallonie.be

YOUR CITY AND YOUR MUNICIPALITY

Most cities and municipalities have a website. For example:

www.bruxelles.be

www.charleroi.be

www.liege.be

www.molenbeek.be

Find out more from your municipality or your city, as well as from:

The Association of the City and the Municipalities of the Brussels-

Capital Region (AVCB/VSGB):

www.avcb-vsgb.be/fr/english/

The Union of Cities and Municipalities:

www.uvcw.be/english.cfm

INTERNET

You don't have Internet access? In Wallonia, you can go to an EPN (Espace Public Numérique or Digital Public Space)

www.epn-ressources.be

At many municipal libraries, Internet access is free of charge.

www.bibiliotheques.be

Many of the websites mentioned in this brochure are bilingual (French and Dutch). Some are also available in English and German. Icons are usually available in the top right portion of the screen to change languages (FR/NL/DE/EN, etc.).

You don't read the language well enough to use these sites alone? You can ask a professional, a neighbour, a friend or anyone with good language skills to guide you through these sites.

SPECIFIC RESOURCES

LEGAL AID

<u>SOCIAL AID</u>

The Centres publics d'action sociale

(CPAS or Public Social Action Centers) offer aid and support if you have a physical, social, psychological or medical problem. CPAS can help

Information & Advice you in different ways: they can inform you, support you or offer you financial aid, a food package or help in finding a job. To receive aid from CPAS, you must meet certain conditions. There is a CPAS center in each municipality.

Caritas International

Support migrants by offering a humanitarian and individualized response for everyone during the migrant process using:

- A small-scale reception and social support for asylum seekers.
- First-line of welcome for migrants
- Integration support for refugees
- Support for family reunification
- Supervision and support for unaccompanied foreign minors

- Aid for voluntary return and sustainable reintegration in the country of origin
- Visits to detention centers

Rue de la Charité 43
1210 Bruxelles
Tel +32 2 229 36 11
Fax +32 2 229 36 36
infofr@caritasint.be
https://www.caritasinternational.be/en/

DISCRIMINATION

The Centre pour l'égalité des chances et la lutte contre le racisme (Equal Rights and Anti-Racism Center) and the Institut pour l'égalité des femmes et des hommes (Gender Equality Institute) offer support for victims of discrimination. To file a complaint or find a contact point near you: toll-free

0800/12800.

www.stop-discrimination.be

TRANSLATION & INTERPRETING

If you have trouble writing, you can contact social services, legal aid or an association near you.

For more information, please contact your municipality.

If you have difficulties speaking or understanding the language of your Region, there are specialized translation and interpreting services available. The request must be made through a social structure (association, municipality, hospital, medical center, etc.). Talk about it with your contact person. This service is called SeTIS (Services de traduction et d'interprétariat en milieu social - Translation and Interpreting Services in Social Contexts).

ILLEGAL MIGRANTS

If you are undocumented, there are specialized agencies that can advise you (about health, housing, jobs, etc.).

www.cire.be

www.orcasite.be

DOMESTIC VIOLENCE

If you or someone you know are the victim of domestic violence, you can talk about it by calling the domestic violence hotline (free-phone number 0800 300 30). A person will be there to listen to you, advise you and guide you. In case of emergency, or to file a complaint, you can contact the police directly.

BXL REFUGEES – Citizens Platform of Support to the Refugees

The Citizen Platform in Support of Refugees continues to work on a daily basis to offer prospective refugees, refugees or exiles a range of essential services to meet the needs they encounter throughout their journey.

The services offered are:

- A social and administrative information service (see opening hours above)
- Language courses (French and English) for adults, the Maximilien adult school
- A Cybercafé, the CyberMax. A digital integration space offering the possibility for beneficiaries to access the internet but also to write CVs, search for a job, etc.
- As well as a clothing and hygiene kit distribution service from the humanitarian hub (100, avenue du Port, next to Turn&Taxis).

Rue Washington 186, 1050 Ixelles, Brussels

Monday, Tuesday, Thursday and Friday from 1.30pm until 5pm

Wednesday from 10.30am until 5pm (summer hours: 1.30pm-5pm)

Saturday from 1.30pm until 3.30pm (closed in July and August)

info@bxlrefugees.be

LEGAL

For legal advice (immigration, divorce, dispute with your landlord, conflict with a private company, etc.), you can see a lawyer. You will find a list of lawyers and their contact details at the website:

www.avocat.be

You can also contact **the Legal Aid Office (BAJ or Bureau d'aide juridique)** for a free initial consultation.

For legal proceedings or more in-depth advice, a lawyer may be appointed for you, if you meet certain income conditions. You will find the contact details for a BAJ near you at the website:

www.avocat.be

ADDE (Association pour le droit des étrangers or Foreigners' Rights Association) has the mission of promoting immigrants' rights with a view to greater social justice. It provides free legal advice by E-mail, telephone or appointment. It can also refer you to an association near you: 02/227.42.41

servicejuridique@adde.be

www.adde.be

The Centre pour l'égalité des chances (Equal Opportunity Center) also has a legal aid service specializing in immigrants' rights.

To find a contact point near you:

free-phone number 0800/12800,

www.diversite.be

Some **family planning** centers also offer legal consultations (family law).

It is also possible to consult a mediator, if you would like to resolve your dispute by discussing it with an outside person. This can avoid costly legal proceedings.

www.mediation-justice.be ou

www.avocat.be

Most private service providers (banks, insurers, telephone companies, etc.) have a mediator.

www.ombudsman.be

HEALTH

SAMU SOCIAL

Samusocial is an emergency aid scheme for homeless people in the Brussels-Capital Region.

The missions of the Samusocial of Brussels aim to coordinate several activities:

- The hotline and toll-free number 0800/99.340 to respond to reports of people in distress, requests for help, information and guidance.
- The marauds or mobile aid teams carry out a social watch mission by meeting those who live on a street territory.
- Emergency accommodation offering shelter and access to our service offer (psychosocial permanence, hot meals, hygiene area, cloakroom, infirmary, Médecins du Monde consultations, etc.)
- Psychosocial support in order to define with the person the expressed request and seek realistic and adapted solutions for leaving the street.
- Medical and nursing consultations

Boulevard Poincaré 68-70, 1070 Bruxelles

0800/99.340 – 025511220

info@samusocial.be

DOUCHEFLUX

DoucheFLUX offers a wide range of services at its day centre.

After taking a shower, you can have your clothes washed or get new clothes. At certain times you can also consult a social psychologist or a nurse, or have a manicure, pedicure, face care, haircut or massage. Feminine hygiene kits (provided by BruZelle) are available for women.

Lockers of various sizes are available at DoucheFLUX day centre. It's also somewhere you can rest with a cup of coffee or tea, use computers and the Internet, or recharge your smartphone.

People without a residence permit can consult a lawyer, and a public letter-writer is available by appointment. Once a month there is a Sewing Café where you can get help mending your clothes.

DoucheFLUX Scoop (previously called Round) is back with a series of meetings, activities and one-off useful services.

DoucheFLUX is also active further afield, meeting people living on the street during its outreach work around Brussels South and Central stations, and soon with its mobile library, Street & Read.

REFAID

There is an existing app called REFAID that shows migrants, refugees and those who help them where services near them are located – on a map with a very simple interface.

The services are gathered by categories which makes it easier to go through and the app is available in multiple languages.

For more info: https://refaid.com/

