



Acknowledgements

This brochure was produced by the Migration Group of the Coordination of Social Action Section of the CPAS of Saint-Gilles. It is the result of the participation of many field social workers who work each day to improve daily life and facilitate the administrative and social procedures for any newcomer to the municipality of Saint-Gilles.

We would like to thank the active and considerable work of these field actors, as well as the municipal workers who made the creation of this tool possible.

The President of the CPAS



Myriem AMRANI

the Alderman of Social Cohesion



Thierry VAN CAMPENHOUT



Table of contents

- 1.** Emergency Numbers
- 2.** Immigration Law
- 3.** Education, training and language courses for adults
- 4.** Job search
- 5.** Employment
- 6.** Children: schools, reception and tutoring
- 7.** Social Security
- 8.** Medical services
- 9.** Help and psychological support
- 10.** Domestic and intra-family violence
- 11.** Human trafficking and exploitation
- 12.** Accommodation
- 13.** General and material aid
- 14.** Managing your budget
- 15.** Where can I access a computer for Internet access in Saint-Gilles?

We invite you to contact the departments listed in this brochure. They will give you free assistance. Note: their opening hours and addresses are subject to change! Don't hesitate to call them before going there.

Editorial

This brochure is intended for all new arrivals in Saint-Gilles, with special attention to people arriving from abroad.

Whether you intend to stay or not, you have rights and duties. Here we'd like to explain these to you.

This booklet will help you understand the various administrative and social procedures and help you find information.

This (non-exhaustive) brochure contains all the contact details of the public services and associations which can answer your questions.

The information is organised by chapter. The table of contents makes it easier to find your way around.

Immigration law, the Belgian social security system, housing and Internet access are all dealt with. You'll find the names, addresses and contact details of these services listed in alphabetical order.

1

1060

Emergency Numbers



Ambulance - Fire Department - Police	112
*At the slightest sign of fire, suspicious smoke, gas leakage, any other real danger, or when hospitalisation is urgent.	
Card Stop (Blocking your bank card)	070 344 344
Poison Control Centre	070 245 245
Child Focus	116 000
On-call dentists	02 426 10 26
On-call doctors	02 201 22 22
If you smell gas - Sibelga	0800 19 400
On-call pharmacies	0903 99 000
SOS Doctors Brussels	02 513 02 02
SOS Veterinarians	0497 400 400



2

1060

Immigration **Law**



**Are you illegally or precariously resident?
Would you like to know if it is possible to
regularise your situation?**

**Do you wish to reunite your family
members living abroad?**

Did you come to Belgium to study but
have problems with the renewal of your
residence permit?

You can visit the following services to
obtain more information about your status
and/or your rights and duties.

At the municipal level

- **Foreigners Department of the
municipality**
www.stgilles.brussels
Place Maurice Van Meenen 39
1060 Brussels

Opening hours: From Monday to Friday
8 am to 12 pm, and Tuesday from 3 pm to
6 pm

The most common reasons for migration
are family reunification, work and study.

Applications for permanent, unlimited,
settlement or long-term resident status
are received by the service.

Applications for residence based on
article 9bis of the Act of 15 December 1980
(regularisation) must be sent by registered
post to the Mayor. If the residence inquiry
is positive, the file is sent to the 'Office des
Etrangers' [Foreigners' Office].

- **European nationals**

Door 0.11

02 536 02 53

europa.1060@stgilles.brussels

- **Non-European nationals**

Door 0.2

02 536 02 52

ev@stgilles.brussels

- **Civil Registry Office (Town Hall)**

Manages applications for acquisition of
Belgian nationality.

Left wing of the Town Hall

02 536 17 22

etatcivil.1060@stgilles.brussels

Other services which can help you understand your rights include

- **ADDE ASBL - Association for
immigrant's rights**
www.adde.be
Rue du Boulet 22
1000 Brussels
02 227 42 41
servicejuridique@adde.be

The ADDE can help you with the legal
process. Legal advice in immigration
law and international family law.
Legal consultations (residence, family
reunification, asylum, work, social
assistance) by telephone: Monday from
9 am to 12 pm and Wednesday from 2 pm
to 5 pm.

Consultations in international family
law and nationality law: Monday and

Thursday from 2 pm to 5 pm.

The ADDE's social service listens to you in a confidential and benevolent setting, provides a global analysis of your situation, guidance and accompaniment in your procedures and directs you towards the relevant resource services.

ADDE social service opening hours:
Tuesday and Thursday from 9 am to 11 am.

● **CFBI ASBL -
Belgian Immigrant Family Centre**

www.cfbi.be
Rue Dethy 58
1060 Brussels
02 537 28 00
info@cfbi.be

Service open to all families of all origins. Social orientation, information, administrative and legal psycho-social assistance, support, guidance. Interviews in French, Arabic and Berber.

From Monday to Friday 9 am to 12 pm, and 2 pm to 4 pm. Tuesday, Wednesday and Thursday from 9 am to 12 pm. Tuesday: from 2 pm to 4 pm by appointment.

● **VZW Foyer**
www.foyer.be

Rue des Ateliers 25
1080 Brussels
02 411 74 95

Grouping of different non-profit organisations with the common goal of a society which positively engages in

diversity and in which ethnic and cultural minorities participate fully in social life. By appointment only. Telephone hotline, working days from 9 am to 5 pm.

● **Hispano Belga ASBL**
www.hispano-belga.be

Chaussée de Forest 244-246
1060 Brussels
02 539 19 39
hispanobelgaservicesocial@gmail.com

Social service, reception and social orientation, information, help, accompaniment, guidance, administrative procedures. Labour law and immigration law.

Reception by appointment from Tuesday to Friday from 9:30 am to 1 pm and on Tuesdays, Wednesdays and Fridays from 2 pm to 4 pm. Telephone hotline (in case of emergency) every day from 9:00 am to 9:30 am.

Interviews in French and Spanish.

● **Konitza ASBL**
www.konitza.eu

Rue du Fort 30
1060 Brussels
02 544 16 11
konitzaasbl@yahoo.fr

Social and legal service for newcomers.

Wednesday and Thursday from 9 am to 4:30 pm, every Saturday from 9 am to 1 pm by appointment. The first and third

Saturday of the month from 2 pm to 6 pm without appointment.

- **Objectif ASBL - [Movement for equal rights]**

www.allrights.be

Rue du Canal 2

1000 Brussels

02 512 67 27

objectif@belgacom.net

Objectif ASBL guides you in your procedures to acquire Belgian naturalisation.

Consultations by appointment only, by calling 02 512 67 27. Tuesday from 6 pm to 8 pm, Friday from 10 am to 12:30 am and Saturday from 10 am to 12.30 pm.

- **Municipal service - Local justice**

www.stgilles.brussels

Place Marcel Broodthaers 7-8

1060 Brussels

02 542 62 40

secretariat.juridique@stgilles.brussels

This service informs and accompanies the population in its legal procedures, free of charge.

Legal service (without appointment and free of charge): Monday from 2 pm to 4 pm, Wednesday and Thursday from 9 am to 11 am. Pro bono lawyers' hours: Tuesday from 1:30 to 3:30 pm.

- **Municipal Social Service**

www.stgilles.brussels

Place Van Meenen 39

1060 Brussels

02 536 02 65

affairesociales1060@stgilles.brussels

The social service is a free of charge public service for the inhabitants of Saint-Gilles. If you have any questions, if you have difficulties with administrative procedures, if you are looking for a particular service, if you find yourself in a conflict situation, if you need information on social benefits or if you simply want to talk, contact the municipal social service.

Schedule: Monday, Tuesday and Thursday from 8:30 am to 12 pm.

- **SESO ASBL - Solidarity Social Service**

www.sesoweb.org

Rue de Parme 26

1060 Brussels

02 533 39 84

info@seso.be

Social service specialised in immigration law: regularisation, family reunification, asylum application, student visa, short stay, access to work, etc.

Consultations, preferably by appointment.

Service: Tuesday and Thursday from 9 am to 11 am in Spanish. Wednesday and Friday from 9 am to 11 am in French, English and Dutch.

REAB service (Return and Reintegration of Asylum Seekers from Belgium): for people wishing to return to their country of origin. Wednesday from 2 pm to 4.30 pm (and by appointment).

- **Siréas ASBL - International Service for Research, Education and Social Action**

www.sireas.be

Rue du Champ de Mars 5

1050 Brussels

02 649 99 58

sireas@sireas.be

Siréas offers a legal service to inform people about immigration law and provides assistance to foreigners facing legal problems.

Monday to Friday from 8:30 am to 1 pm and 2 pm to 5 pm (Please arrive before 8 am to be put on the waiting list for the day).

Voting rights of foreigners in municipal elections

Foreign citizens residing in Belgium may register as voters for local elections, subject to certain conditions:

Four conditions are common to both European and non-European nationals

What conditions must be met?

- Be at least 18 years old;
- Be registered in the population register or in the register of foreigners of the municipality on the 01 August preceding the election;
- Possess civil and political rights;
- Have submitted, no later than the 31 July preceding the election, an application (form) for registration on the electoral roll.

Nationals from a non-EU country must also:

- When submitting the application for registration, make a declaration of

commitment to respect the Constitution, the laws of the Belgian people and the Convention for the Protection of Human Rights and Fundamental Freedoms;

- At the time the application is submitted, prove five uninterrupted years of principal residence in Belgium, covered by a legal permit.

If you have any questions, you can contact the above-mentioned services.

3

1060

Education, training and language courses for adults



If you are a documented immigrant, you can register as a job seeker at Actiris. This will make it easier for you to access and offer you free training for social advancement.

- **ACTIRIS Saint-Gilles**

www.actiris.be

Rue de la Source, 15

1060 Brussels

0800 35 123 (Contact center)

02 563 20 17 (Saint-Gilles branch)

saintgilles@actiris.be

Actiris is the Brussels regional employment office.

Reception and information on the various Actiris services, job vacancies and training opportunities

BY APPOINTMENT ONLY

Monday, Tuesday and Friday from 8:30 am to 12:30 pm and from 1:30 pm to 4 pm, Wednesday and Thursday from 08:30 am to 12:30 pm.

- **BRUXELLES-FORMATION CARREFOUR (BRUSSELS TRAINING FORUM)**

www.bruxellesformation.be

Boulevard Bischoffshein 22-25

1000 Brussels

0800 555 66 (freephone number)

entreprises@bruxellesformation.be

Bruxelles-Formation is responsible for the vocational training of French-speaking jobseekers and workers in the Brussels-Capital Region.

This organisation offers more than 200 free training courses in the fields of construction,

industry, logistics, office and service professions, languages, management and ICT.

- **Local Mission for Employment of Saint-Gilles**

www.mlsg.be

Rue de la Source, 15

1060 Brussels

02 542 63 21

contact@mlsg.be

Do you want to restart your studies to increase your chances on the job market? The advisers will inform you about the appropriate training courses. They carry out a social, educational and professional assessment and, if necessary, direct you to internal or external services at the Local Mission.

Schedule: Monday to Friday from 8:30 am to 12:30 pm and from 1:30 pm to 4:00 pm, closed to the public on Wednesdays.

Teaching of social advancement

Social advancement education provides adults with training tailored to the demands of the labour market.

- **Social advancement classes of Saint-Gilles**

www.prosocbru.be

Rue Vlogaert 4

1060 Brussels

02 537 97 21

Educational establishment which organises courses for social advancement (continuing vocational or personal training with a certificate of achievement or diploma).

From Monday to Friday, from 2 pm to 4 pm or by appointment.

Diploma equivalence

Diploma equivalence can be obtained in the Wallonia-Brussels Federation (and is valid in Brussels and Wallonia) or in the Flemish Community (and is valid in Brussels and Flanders).

The procedures are different.

If you have obtained a degree in your home country, you can try to obtain equivalence.

An equivalence is a document which determines the value of the studies you have completed abroad.

An equivalence is issued on the basis of educational records.

Secondary Education Equivalence Service: Wallonia-Brussels Federation

- **D.G.E.O. Directorate-General for Compulsory Education / Equivalence Service**
www.equivalences.cfwb.be
Rue Lavallée 1
1080 Brussels
02 690 86 86
equi.oblig@cfwb.be

Secondary Education Equivalence Service:

There are various procedures depending on the applicant's situation:

- secondary education not completed abroad;
- secondary education completed abroad;

- paramedic diploma obtained abroad.

The time to obtain an appointment is 3 weeks. You can make an appointment by filling out a form online, by phone or on site.

By telephone: every working day from 10 am to 12 pm and from 2 pm to 4 pm.
On site: every working day from 10 am to 12 pm and from 2 pm to 4 pm.

Equivalence of higher education and university degrees: Wallonia-Brussels Federation

- **ENIC-NARIC Centre**
www.enseignement.be
Rue Lavallée 1
1080 Brussels
02 690 88 57
enic-naric@cfwb.be

If you wish to know whether your foreign diploma or certificate is equivalent to a francophone diploma or certificate, you must have the equivalence evaluated by ENIC-NARIC.

If ENIC-NARIC confirms the equivalence of your diploma or certificate obtained abroad, it will be recognised as being equivalent to the corresponding diploma or certificate in the Wallonia-Brussels Federation.

Diploma equivalence: Flemish Community

- **NARIC - Flanders**
www.vlaanderen.be/c
Boulevard du Roi Albert II 15
1210 Brussels
02 553 89 53

If you wish to know whether your foreign diploma or certificate is equivalent to a Flemish diploma or certificate, you must have the equivalence evaluated by NARIC-Flandre.

If NARIC-Flandre confirms the equivalence of your diploma or certificate obtained abroad, it will be recognised as being equivalent to the corresponding diploma or certificate in Flanders.

To help you draft your file

- **CFS ASBL - Collective Education Society**

www.cfsasbl.be

Rue de la Victoire 26

1060 Brussels

02 543 03 00

cfs.isp@cfsasbl.be

Advice, support and guidance in your efforts to have your diplomas obtained abroad recognised in Belgium.

- **CIRÉ ASBL- Co-ordination and Initiatives for Refugees and Foreigners - Diploma Equivalence Service**

www.cire.be

Rue du Vivier 80/82

1050 Brussels

02 629 77 10

cire@cire.be

Pocket guide on the equivalence of foreign diplomas in francophone Belgium available in electronic and paper version in 7 languages: French, English, Spanish, Arabic, Albanian, Russian and Turkish.

- **Municipal school mediation**

www.stgilles.brussels

Rue du Tir, 14

1060 Brussels

3 school mediators

Mounir Eddebarh : **02 542 63 59**

- meddebarh@stgilles.brussels

- Dahmane Aziz : **02 542 63 53**

adahmane@stgilles.brussels

- Brigitte Welter : **02 542 63 54**

bwelter@stgilles.brussels

prevention.1060@stgilles.brussels

Help with school registration, information on the organisation of education and on schooling law, school counselling, etc.

Languages spoken: French, Dutch, English, Polish, Arabic.

Public: for the inhabitants of Saint-Gilles and children attending school in Saint-Gilles.

Schedule: Service Monday from 9 am to 12 pm, Wednesday and Thursday from 2 pm to 4:30 pm. The school mediators are also available by appointment.

Language courses

www.bruxelles.alphabetisation.be

French courses

- **ABED ASBL -**

Association Belgium Djibouti

www.abed.be

Rue de Monténégro 59

1060 Brussels

02 259 78 14

belgique-djibouti@netcourrier.com

The ASBL ABED offers a literacy course, a course to learn French as a foreign language, the understanding of social and cultural codes as well as the knowledge of the institutions of the host country.

Schedule: Monday to Friday from 9 am to 4 pm.

- **BAPA BXL ASBL**

www.bapabxl.be

Boulevard Pachéco 34/5th floor

1000 Brussels

02 279 49 70

info.bapabxl@brucity.be

BAPA BXL ASBL is a reception office for newcomers to the Brussels-Capital Region, approved by the French Community Commission (COCOF).

Opening hours: Monday to Friday from 9 am to 12 pm, Thursday evenings from 5 pm to 8 pm (except during school holidays) and by appointment from 2 pm to 5 pm.

- **BAPA Convivial**

www.convivial.be

Rue du Charroi 33/35

1190 Brussels

02 315 39 00

info.bapa@convivial.be

Convivial is an association that facilitates the integration of refugees and newcomers in Belgium by listening to their needs and nurturing a two-way relationship.

Opening hours: we are open from Monday to Thursday from 9 am to 12.30 pm and from 1 pm to 5 pm and on Friday from 9 am to 12 pm.

Helpdesk: Monday, Wednesday, Thursday, Friday 9 am - 12 pm

- **BAPA VIA Schaerbeek ASBL**

www.via.brussels

Rue Kessels 14/bte 8

1030 Brussels

02 563 52 50

schaerbeek@via.brussels

VIA is a reception office for newcomers (BAPA) to the Brussels-Capital Region, approved by the French Community Commission (COCOF).

Opening hours: from Monday to Friday 9 am to 12 pm, and Thursday from 5 pm to 8 pm. By appointment: Monday to Thursday from 1 to 4 pm.

- **BAPA VIA Molenbeek**

www.via.brussels

Boulevard du Roi Albert II 170

1080 Brussels

02 563 52 51

molenbeek@via.brussels

Opening hours: from Monday to Friday 9 am to 12 pm, and Thursday from 5 pm to 8 pm. By appointment: Monday to Thursday from 1 to 4 pm.

- **Greek and Intercultural Centre of Brussels ASBL**

www.centrehellenique.net

Rue des Etudiants 14B

1060 Brussels

02 538 62 12

centrehellenique@skynet.be

Literacy and French as a Foreign Language (FLE) courses, French for newly arrived adults and Greek classes for adults.

Opening hours: Monday to Friday from 9 am to 5 pm.

- **CFBI ASBL - Belgian Immigrant Family Centre**
www.cfbi.be
Rue Dethy 58
1060 Brussels
02 537 28 00
info@cfbi.be

3 literacy modules according to the level of knowledge of the French language;

Module 1: Oral beginner includes the oral use of the language;

Module 2: Includes the oral use of the language and the beginning of learning the written language;

Module 3: Deepens oral and written skills;

Various workshops in the different groups depending on the projects.

- **Saint-Gilles ASBL Alpha Collective**
www.collectif-alpha.be
Rue de Rome, 12
1060 Brussels
02 533 09 24
02 533 09.27
info@collectif-alpha.be

Organism for socio-professional integration, social cohesion and continuing education:

- literacy courses in French (reading, writing, numeracy);
- preparation for the basic studies certificate (CEB);
- various workshops.

Opening hours: from Monday to Thursday from 9 am to 4:30 pm, and Friday from 9 am to 12 pm.

- **Collectif Alpha de Forest ASBL**
www.collectif-alpha.be
Boulevard de la Deuxième Armée
Britannique 27
1190 Brussels
02 349 82 30

Organism for socio-professional integration, social cohesion and continuing education:

- literacy courses in French (reading, writing, numeracy);
- various workshops.

- **CONVIVIAL ASBL**
www.convivial.be
Rue du Charroi 33-35
1190 Brussels
02 503 43 46
info@convivial.be

Convivial accompanies recognised refugees throughout their journey, from their autonomous moving into accommodation to the first steps towards the realisation of a social and professional integration project.

Opening hours: from Monday to Thursday from 9 am to 5:30 pm, and Friday from 9 am to 12:30 pm (Services available by appointment).

- **Social advancement classes of Saint-Gilles**
www.prosocbru.be
Rue Vlogaert 4
1060 Brussel
02 537 97 21
02 543 34 78

Educational establishment which organises courses for social advancement (continuing vocational or personal training with a certificate of achievement or diploma) including:

- literacy in French;
- French as a foreign language (FLE).

- **Social advancement classes of Uccle**

www.cpsu.be

Avenue De Fré 62

1180 Brussels

02 374 05 48

promsoc.uccle@sec.cfwb.be

Uccle's social advancement courses offer training in languages (English, Spanish, French as a foreign language, Dutch), languages in situations of higher education (English and Dutch) and basic management knowledge (access to the profession).

- **Saint-Gilles mutual assistance**

www.brabantia.brussels

Rue de l'Église 59

1060 Brussels

02 541 81 10

k.lawson@brabantia.brussels

b.saidi@brabantia.brussels

Reception-café and social services, administrative assistance, mediation with certain authorities, referral to specialised services, individual interviews, social and legal information, provision of clothing and linen, help in finding accommodation, French as a foreign language (FLE) courses, internet access, group activities.

- **Mutual Assistance and Culture ASBL**

www.entraideetculture.be

Rue Van Volxem 525

1190 Brussels

02 539 43 60

secretariat@entraideetculture.be

Entraide et Culture offers training in literacy and French as a foreign language (FLE).

Opening hours: from Monday to Thursday from 8:30 am to 4:30 pm, and Friday to 3:30 pm.

- **FAM ASBL -**

ACTIVE WOMEN OF THE WORLD

Rue du Fort, 11

1060 Brussels

02 538 23 80

famasbl@yahoo.fr

Literacy courses in French and French as a Foreign Language (FLE) courses for adults.

Opening hours: Monday to Friday from 9 am to 6 pm.

- **Hispano Belga ASBL**

www.hispano-belga.be

Chaussée de Forest 244-246

1060 Brussels

02 539 19 39

hispanobelgaservicesocial@gmail.com

For adults: literacy courses in French in partnership with the non-profit organisation Lire et Ecrire (Reading and Writing), French as a foreign language (FLE) courses for newcomers, artistic and cultural acti-

vities linked to the practice of French and knowledge of Belgian heritage, introduction to computers in partnership with the FIJ (Formation Insertion Jeunes [Youth Training and Placement]), courses and conversation exchanges in Spanish, photo workshop and cooking workshop.

- **Lire et Ecrire ASBL**
www.lire-et-ecrire.be
Rue de la Victoire 26
1060 Brussels
02 538 48 90
bxl.sud@lire-et-ecrire.be

Lire et Ecrire Bruxelles provides reception services for the guidance and/or registration of applicants for literacy and French courses.

Lire et Ecrire organises literacy courses as a priority, but also French as a foreign language (FLE) courses in 6 areas of the Brussels Region. This service will assess your level and send you to the appropriate course locations.

- **Forest Women's House**
www.maisondesfemmesdeforest.ueuo.com
Rue de Mérode 331-333
1190 Brussels
02 334 72 40
maisondesfemmesdeforest.adm@live.fr

Adapted learning, literacy courses in French, artistic workshops, enriching activities. Reception, services and mediation, guidance and assistance.

- **OBJECTIF ASBL**
www.allrights.be
Rue du Canal 2
1000 Brussels
02 512 67 27
objectif@belgacom.net

French as a foreign language (FLE) courses for people who have been living in Belgium for less than three years.

- **QUEF - Community and Family**
www.quefasbl.be
Rue de Hollande 74
1060 Brussels
02 538 86 48
quefasbl@hotmail.com

Literacy courses in French, French as a Foreign Language (FLE) courses, education for citizenship, social life and knowledge of the rights and duties of everyone.

Dutch

- **Huis van het Nederlands Brussel - The Dutch Centre in Brussels**
www.huisnederlandsbrussel.be
Rue Philippe de Champagne 23
1000 Brussels
02 501 66 60
info@huisnederlandsbrussel.be

The Dutch Centre offers information about all Dutch language courses in Brussels. In collaboration with you, they will see which course suits you best. You will agree on your registration, the beginning of the courses and the address where they will take place.

- **Pianofabriek**
www.pianofabriek.be
 Rue du Fort 35
 1060 Brussels
02 541 01 70
info@pianofabriek.be

Emphasis is placed on the acquisition of Dutch for practical, everyday communication. The qualified teacher, who is a Dutch native speaker, uses role-playing games and audio and video exercises. At Pianofabriek there are day and evening classes at different levels.

French and Dutch

- **ACTIRIS**
www.actiris.be
 Rue de la Source, 15
 1060 Brussels
02 563 20 00
saintgilles@actiris.be

Espace Langues (Language Space) allows you to test your language skills (French, Dutch, English, German) in order to benefit from language vouchers.

- **Saint-Gilles Library**
www.sint-gillis.bibliotheek.be
 Rue Emile Feron 173
 1060 Brussels
02 533 98 61
bibliotheek@stgilles.brussels

The Dutch-speaking Municipal Library offers its members a collection of 10,000 books, comics and DVDs, as well as the use of library PCs and free Wi-Fi. There are also children's books available in

Spanish, Portuguese and Arabic. There is a collection in English and Arabic for adults. Registration gives access to all 20 Dutch-speaking libraries in Brussels and is free of charge. Various activities for children are organised on a regular basis. These take place on the first and third Wednesday afternoon of the month. Through its activities, the library wishes above all to stimulate exchange and encounters.

Opening hours: Tuesday from 3 pm to 7 pm, Wednesday from 2 pm to 6 pm, Thursday from 3 pm to 7 pm, Saturday from 10 am to 1 pm.

- **BON (Brussels onthaalbureau voor inburgering - Welcome Office for Civic Integration)**
www.bonvzw.be
 Rue Philippe de Champagne 23
 1000 Brussels
02 501 66 80
info@bonvzw.be - info@bon.be

Bon is the Brussels welcome office for people of foreign origin. Bon offers integration programs in 11 languages.

Social orientation, Dutch language courses, personal guidance, training and employment, social participation.

Citizen Workshops

Arriving in a new country brings many questions. This ranges from the political organisation of the country, culture and values, to more practical issues concerning employment, children's schooling, access to housing, health, etc.

Citizen Workshops are set up to provide newcomers with the appropriate information and tools to understand and actively integrate into their new environment.

They allow people to discover and learn about their rights and duties in Belgium, how things work in practice, the institutions, the Belgian social and political system, administrative structures, services to citizens, associations, etc. They receive accurate and up-to-date information on housing, the labour market, education, etc.

- **BAPA BXL ASBL**

www.bapabxl.be

Boulevard Pachéco 34/5th floor
1000 Brussels

02 279 49 70

info.bapabxl@brucity.be

BAPA BXL ASBL is a reception office for newcomers to the Brussels-Capital Region, approved by the French Community Commission (COCOF).

Opening hours: Monday to Friday from 9 am to 12 pm, Thursday evenings from 5 pm to 8 pm (except during school holidays) and by appointment from 2 pm to 5 pm.

- **BAPA Convivial**

www.convivial.be

Rue du Charroi 33/35
1190 Brussels

02 315 39 00

info.bapa@convivial.be

Convivial is an association that facilitates the integration of refugees and newcomers in Belgium by listening to their needs and nurturing a two-way relationship.

Opening hours: we are open from Monday to Thursday from 9 am to 12:30 pm and from 1pm to 5pm and on Friday from 9 am to 12 pm.

Helpdesk: Monday, Wednesday, Thursday, Friday 9 am - 12 pm

- **BAPA VIA Schaerbeek ASBL**

www.via.brussels

Rue Kessels, 14/bte 8
1030 Brussels

02 563 52 50

schaerbeek@via.brussels

VIA is a reception office for newcomers (BAPA) to the Brussels-Capital Region, approved by the French Community Commission (COCOF).

Opening hours: from Monday to Friday 9 am to 12 pm, and Thursday from 5 pm to 8 pm. By appointment: Monday to Thursday from 1 to 4 pm.

- **BAPA VIA Molenbeek ASBL**

www.via.brussels

Boulevard du Roi Albert II 170
1080 Brussels

02 563 52 51

molenbeek@via.brussels

Opening hours: from Monday to Friday 9 am to 12 pm, and Thursday from 5 pm to 8 pm. By appointment: Monday to Thursday from 1 pm to 4 pm.

- **BON (Brussels onthaalbureau voor inburgering Welcome Office for Civic Integration)**

www.bonvzw.be

Rue Philippe de Champagne 23
1000 Brussels

02 501 66 80

info@bonvzw.be - info@bon.be

Bon is the Brussels welcome office for people of foreign origin. Bon supports people of foreign origin in developing their future prospects and in their participation in Belgian society through integration courses in more than 13 languages.

- **Omar Khayam Cultural Centre**

www.ccomarkhayam.org

Avenue des Armures 45
1190 Brussels

02 513 20 43

info@ccok.be

The Omar Khayam Cultural Centre gives workshops entitled «Citizen's Journeys» addressed to an audience of migrants and newcomers with the aim of understanding, locating oneself and acting in Belgian culture. The activities in workshops promote in a diversified way the values of our current societies which enable well-being in Belgium and Europe.

Free registration by e-mail or telephone. Registration is valid for participation in the entire module.

- **CFBI ASBL - Belgian Immigrant Family Centre**

www.cfbi.be

Rue Dethy, 58
1060 Brussels

02 537 28 00

info@cfbi.be

Service open to all families of all origins. Social orientation, information, administrative and legal psycho-social assistance, support, guidance. Interviews in French, Arabic and Berber. French literacy for adults, computer workshops, citizen participation.

From Monday to Friday 9 am to 12 pm, and 2 pm to 4 pm. Tuesday, Wednesday and Thursday from 9 am to 12 pm. Tuesday: from 2 pm to 4 pm by appointment.

- **CIRÉ ASBL- Co-ordination and Initiatives for Refugees and Foreigners - Diploma Equivalence Service**

www.cire.be

Rue du Vivier, 80/82
1050 Brussels

02 629 77 10

cire@cire.be

Citizen workshops structured in 2 modules: 1 citizenship module (knowledge and understanding of Belgian society) and 1 socio-professional orientation module.

Opening hours: all workshops are held on Mondays, Tuesdays and Thursdays from 9:30 am to 4:30 pm.

- **CONVIVIAL ASBL**

www.convivial.be

Rue du Charroi 33-35
1190 Brussels

02 503 43 46

info@convivial.be

Socio-professional guidance. On an individual basis and as part of group training: assessment of skills and experience, development of a professional project, French as a Foreign Language (FLE) courses, citizenship workshops in French and Arabic, computer basics, etc.

Opening hours: from Monday to Thursday from 9 am to 5:30 pm, and Friday from 9 am to 12:30 pm (Services available by appointment).

● **Hispano Belga ASBL**

www.hispano-belga.be

Chaussée de Forest 244-246

1060 Brussels

02 539 19 39

hispanobelgaservicesocial@gmail.com

For adults: literacy courses in French in partnership with the non-profit organisation Lire et Ecrire (Reading and Writing), French as a foreign language (FLE) courses for newcomers, artistic and cultural activities linked to the practice of French and knowledge of Belgian heritage, introduction to computers in partnership with the FIJ (Formation Insertion Jeunes [Youth Training and Placement]), courses and conversation exchanges in Spanish, photo workshop and cooking workshop.

Citizen workshop focused on workers' rights.

● **Solidarité Savoir ASBL
(Solidarity Knowledge)**

www.solidarite-savoir.be

Rue de la Colonne 1a

1080 Brussels

02 513 54 66

info@solidarite-savoir.be

Solidarité Savoir offers introductory modules to civic life. This ASBL informs the public, via partner associations, about the rights and duties applied in Belgium. The modules are based on the experience, reality and specific difficulties of the target audience. To do so, it relies on the expertise and knowledge of its social workers.

4

1060

Job search



The first step is to register with ACTIRIS. Several services can help you look for a job.

ACTIRIS is the regional body responsible for employment policy in the Brussels-Capital Region.

It is possible to arrange an appointment with a social interpreter for the first 3 interviews at Actiris for the following languages: Arabic, Turkish, Spanish, Romanian, Polish, English, Bulgarian, Bulgarian, Russian, and Albanian.

● **ACTIRIS Saint-Gilles branch**

www.actiris.be

Rue de la Source, 15

1060 Brussels

02 563 20 00

02 563 20 19

saintgilles@actiris.be

BY APPOINTMENT ONLY

This branch offers the following services to any job seeker registered with Actiris:

- computers connected to the Actiris website to register or re-register and consult job offers (without appointment);
- access to information on job vacancies and training;
- the obtaining of certain certificates;
- Language test in French, Dutch and English (EXCEPT for nationality applications);

- the presence of employment counsellors as part of personalised support, through the signing of a professional project contract.

The Actiris Branch also acts as an interface between the local world and the Actiris head office located at Avenue de l'Astronomie 14.

● **L'ARAE - CAFA ASBL**

www.cafa.be

Rue de la Source, 15

1060 Brussels

02 563 20 70

Strengthen your job search skills. Define your professional project. Better integration into the world of work. Tooling up for a more effective job search. All this in an equipped space, where you can find individual and collective support tailored to your needs, with competent and available advisers. A service reserved for jobseekers registered with Actiris and domiciled in the Brussels Region.

From Monday to Friday 9 am to 12:30 pm and Monday, Tuesday and Friday from 1:30 pm to 4 pm

● **C.P.A.S. de Saint-Gilles Public Centre for Social Action**

www.cpas1060.be

Rue Fernand Bernier 40

1060 Brussels

02 600 55 51

cpas@cpasstgilles.irisnet.be

The services offered by the CAFA's Employment section are only accessible to the public with the help of the CPAS of Saint-Gilles:

- La Table de l'Emploi [The Employment Roundtable] (in connection with an employment project);
- La Cellule Insertion [The Integration Unit] (connected with a (pre-) training project or studies);
- Le Sésame [The Door Opener] (in an undefined project context);
- The Resource Space.

- **Saint-Gilles Employment and Training Centre**

www.mef1060.be

Rue de la Source, 15

1060 Brussels

Algemeen onthaal: **02 563 21 71**

info@mef1060.be

The Maison de l'Emploi et de la Formation de Saint-Gilles [Saint-Gilles Employment and Training Centre] and the services which it brings together constitute a single portal for all job seekers seeking guidance or support. It disseminates the training and job offers specific to the Saint-Gilles area and can relay job offers from Saint-Gilles employers at their request.

It includes the following structures: a general reception, the municipal service for part-time workers, the Actiris branch, the Agence Locale pour l'Emploi [Local

Employment Agency], the CAFA, the CPAS, part of the social and counselling services of the Local Mission of Saint-Gilles. It also co-organises information afternoons on self-creation of employment and access to self-employment.

- **Local Mission for Employment of Saint-Gilles**

www.mlsg.be

Rue de la Source, 15

1060 Brussels

02 542 63 21

contact@mlsg.be

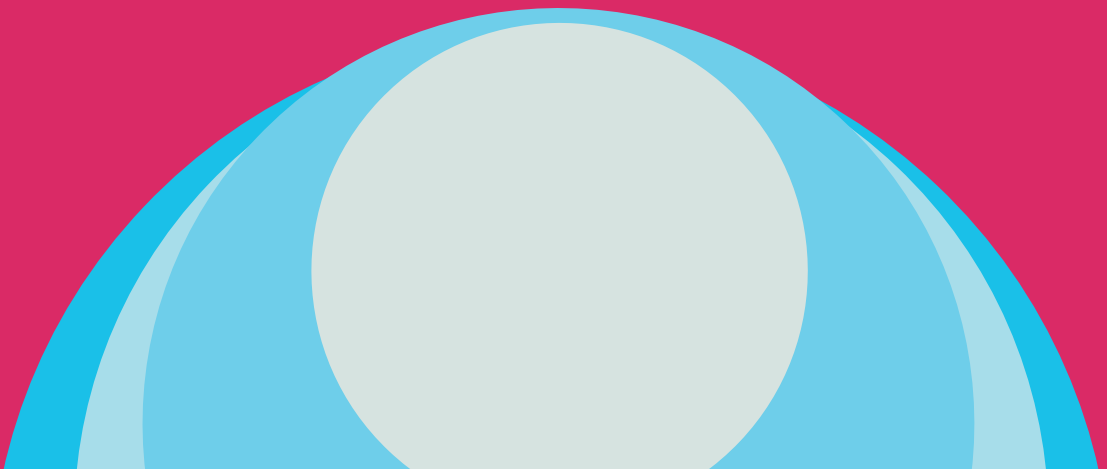
This structure offers specialised and adapted services to support the integration of low-skilled jobseekers or long-term unemployed people. Individual and collective job search support (CV, cover letter, etc.), workshops to prepare for job interviews, digital public space available to job seekers, career guidance and various training courses (in HoReCa, IT, organic market gardening, etc.).

Opening hours: Monday to Friday from 8:30 am to 12:30 pm and from 1:30 pm to 4:00 pm, closed to the public on Wednesdays.

5

1060

Employment



For documented persons, there are major differences between the status of employee and self-employed.

The employee category implies having a permanent (CDD) or fixed-term (CDD) contract.

Before you sign an employee contract in Belgium, make sure you know the difference between a fixed-term, permanent and temporary employment contract.

Ask a union or the Atelier des droits sociaux [Social Rights Workshop] for advice.

To defend your labour and unemployment rights, register with a trade union. Each union has a legal department specialising in labour law. To become a member, you have to pay a membership fee.

There are certain conditions and steps to becoming self-employed. Find out more about:

www.belgium.be/fr/economie/enterprise/securite_sociale/

Or at the Village Partenaire [Partner Village] (rue Fernand Bernier, 15 in 1060 Brussels. Telephone: 02 537 44 44).

While setting up your own business offers many advantages, managing it on a day-to-day basis involves responsibilities, paperwork and some financial risks. The self-employed regime does not include, for example, «unemployment» or «occupational accident» insurance.

If you are looking for work, do not forget to register with Actiris (chapter 4).

The most important unions

• CGSLB - General Confederation of Liberal Trade Unions of Belgium

www.cgsלב.be

Boulevard Poincaré 72/1

1070 Brussels

02 558 52 41

secretariat.poincare@cgsלב.be

• CSC - Confederation of Christian Trade Unions

www.csc-en-ligne.be

Rue du Patinage 51

1190 Brussels

02 557 88 88

U05for@acv-csc.be

Opening hours: Monday, Tuesday, Thursday and Friday from 8:45 am to 12 pm and Tuesday from 2.30 pm to 6 pm, closed on Wednesdays.

• FGTB - Fédération générale du travail de Belgique [General Labour Federation of Belgium]

www.fgtb.be

Rue de Suède 45

1060 Brussels

02 552 03 32

Opening hours: Monday to Friday from 8 am to 12 pm.

Associations for the self-employed

• Social Rights Workshop

www.atelierdroitssociaux.be

Rue de la Porte Rouge 4

1000 Brussels

02 512 02 90 - 02 512 71 57

secretariat@atelierdroitssociaux.be

aidesociale@atelierdroitssociaux.be

droitsdubail@atelierdroitssociaux.be

emploi@atelierdroitssociaux.be

The Social Rights Workshop provides associations and the public with pedagogical tools and general documentation on social rights with a view to:

- Promotion of social rights;
- Combating mechanisms of social exclusion;
- Democratisation of the legal culture.

Legal service: social assistance, employment and social security, leases (private housing).
Opening hours: social assistance: Tuesday from 9 am to 12 pm and from 1 pm to 4 pm, Wednesday from 9 am to 12 pm.
Employment/social security: Tuesday from 9 am to 12 pm and from 1 pm to 4 pm, Wednesday from 9 am to 12 pm.

- **Local Economy Office (GEL) - Business Centre**
www.villagepartenaire.be
Rue Fernand Bernier 15
1060 Brussels
02 537 44 44
gel@villagepartenaire.be

Its mission is to provide a certain number of services to future self-employed people and companies in Saint Gilles.

Opening hours: from Monday to Friday from 2 pm to 4 pm or by appointment.

- **NISSE - National Social Insurance Institute for the Self-employed**
www.rsvz.be - www.inasti.be
Quai de Willebroeck 35
1000 Brussels
02 546 42 11
info@rsvz-inasti.fgov.be

The INASTI takes care of your social status as a self-employed person. It ensures that you are insured, and collecting your contributions

is not their only concern. They help you with your pension, family benefits and in the event of illness or bankruptcy.

Opening hours: From Monday to Friday from 8:30 am to 11:30 am (or in the afternoon by appointment).

Workers victims of exploitation

- **Control of Workplace Well-being - Brussels Capital Directorate**
www.emploi.belgique.be
Rue Ernest Blerot 1
1070 Brussels
02 235 45 46
cbe.bruxelles@emploi.belgique.be

If you wish to request information, you can contact the Contrôle du Bien-être au Travail [Control of Workplace Well-being] by telephone from Monday to Friday from 9 am to 12 pm and from 2 pm to 4:30 pm, or by e-mail.

If you wish to have an interview or file a complaint, you can visit their offices every Wednesday from 9:00 am to 4:30 pm without interruption. Outside of Wednesday, you must make an appointment by phone from Monday to Friday from 9 am to 12 pm or from 2 pm to 4:30 pm, or by email.

- **Fairwork Belgium**
www.orcasite.be
Rue Gaucheret 164
1030 Brussels
02 274 14 31 - 0800 12 019 (gratis)
info@fairworkbelgium.be

You can ask questions by letter, e-mail or telephone.

This organisation aims to improve the working conditions of workers without legal residence

documents or in an illegal place of work through:

- general guidance and legal aid to workers without legal residence status, to those who support them and to any interested person: advice on concrete problems (work accident, theft of salary, etc.), information and accompaniment during legal proceedings.

Opening hours: Monday and Wednesday from 9 am to 1 pm and Thursday from 1 pm to 4 pm (answering machine outside opening hours).
On site: by appointment only.

- **Foyer VZW**
www.foyer.be

Rue des Ateliers 25
1080 Brussels
02 411 74 95

Grouping of different non-profit organisations with the common goal of a society which positively engages in diversity and in which ethnic and cultural minorities participate fully in social life. By appointment only.

Opening hours: Monday to Friday from 9 am to 6 pm.

- **Hispano Belga ASBL**
www.hispano-belga.be

Chaussée de Forest, 244-246
1060 Brussels
02 539 19 39

hispanobelgaservicesocial@gmail.com

Social service, reception and social orientation, information, help, accompaniment, guidance, administrative procedures. Labour law and immigration law.

For immigrant workers, group consultations are organised on Friday mornings from 9 am to 12 pm in Spanish and on Friday afternoons from 2 pm to 5 pm in French.

Opening hours: the social worker receives by appointment on Tuesday and Wednesday from 9 am to 5 pm, Thursday service for workers from 9 am to 1 pm. Interviews in French and Spanish.

- **Federal Public Service Employment, Work and Social Co-operation Control of Public Laws - Brussels Directorate**

www.emploi.belgique.be

Rue Ernest Blerot 1
1070 Brussels
02 233 41 11
spf@emploi.belgique.be

The FPS is the guarantor of the balance between workers and employers in their employment relationship.

Opening hours: Wednesday from 9:30 am to 4:30 pm or by appointment.

- **Federal Public Social Security Service**
www.socialsecurity.belgium.be

Boulevard du Jardin Botanique 50
1000 Brussels
02 528 65 46

Opening hours: Monday to Friday from 9 am to 12 pm, by appointment outside these hours.

6

1060

Children: Reception, schools, and tutoring



• **Kind en Gezin [Children and Family]**

www.kindengezin.be

Avenue de la Porte de Hal 27

1060 Brussels

02 533 12 11

- Welcome by volunteers who measure and weigh the babies;
- Free preventive consultation by a doctor and/or nurse. Medical consultation (hearing test, eye examination, vaccinations, monitoring of development and growth) and psycho-pedagogical consultation (education of children and answering questions from young parents);
- Work in collaboration with the supporting network of the family (intercultural mediator; work with parents and the entities around the family). Availability of intercultural mediators and external interpreters.

Opening hours: Monday to Friday from 8 am to 8 pm.

• **ONE - Office de la Naissance et de l'Enfance [Office of Birth and Childhood]**

www.one.be

Centrale zetel

Chaussée de Charleroi 95

1060 Brussels

02 542 12 11

info@one.be

- The ONE is responsible for approving, subsidising, organising, supporting, monitoring and evaluating the care of children under 12 years of age outside their family environment: subsidised care, approved and non-subsidised care,

authorised and non-accredited care, specialised care services (formerly crisis care), organised care services (the 2 ONE reception centres), after-school care, holiday centres, homework clubs, etc.;

- Accompanies the child in and in relation to their family and social environment, actions to support parenthood and promote health;
- Organises prenatal and child consultations, home visits, monitoring of the SOS children's teams contracted by the Office and the Adoption service;
- Supporting parenting and informing parents, promoting health and health education, promoting continuing education for those involved in child policy, carrying out research, assessing needs and evaluating innovative experiences.

Opening hours: Monday to Friday from 8 am to 5 pm.

• **Saint-Gilles Crèche and Early Childhood Care and Public Health Service**

Chaussée de Waterloo 255 / 3rd floor

1060 Brussels

02 536 17 07

creche.1060@stgilles.brussels

The municipality of Saint-Gilles has 12 childcare facilities for children from 0 to 3 years old, including 9 municipal ones and 3 managed by the Saint-Gilles network of mini-crèches with a social and parental vocation.

Registration hours: Tuesdays from 3 pm to 6 pm. On the ground floor of the Town

Hall (in the room next to the Social Affairs Department), Municipality of Saint-Gilles, 39 Place Van Meenen - 1060 Saint-Gilles. Registration info: 02 536 02 31 - creche.1060@stgilles.brussels

Vaccination certificate: to be sent by e-mail - creche.1060@stgilles.brussels, by post or to be filed at Office 0.6 - Municipality of Saint-Gilles, 39 Place Van Meenen - 1060 Saint-Gilles

Reception, tutoring and extra-curricular activities

If you have any questions about your children's schooling, homework clubs, extracurricular activities or any other school-related issue.

- **Leisure Time Reception - Saint-Gilles municipal service**
www.animalin.be
Education service
Place Van Meenen 39
1060 Brussels
02 536 02 98
extrascolaire@stgilles.brussels

The Coordination Accueil Temps Libre is in charge of hosting children during their leisure time and supporting after-school care in Saint-Gilles. For children from 2 and a half to 12 years old.

Call to make an appointment. Opening hours: from Monday to Thursday from 08:45 am to 4:45 pm.

- **ABED ASBL**
Association Belgium Djibouti
www.abed.be
Avenue du Roi 79
1060 Brussels
02 275 54 73
belgique-djibouti@netcourrier.com

Homework club and neighbourhood association which helps people of foreign origin by providing assistance, support, socio-legal advice, literacy courses, initiation to citizenship, etc.

The ASBL aims at academic success, the integration of families of various origins, and intercultural and intergenerational cohabitation.

Opening hours: Monday to Friday from 9 am to 4 pm.

- **Bazar (Le) - Youth House**
www.mjlebazsar.be
Avenue Jean Volders 12
1060 Brussels
02 539 38 31
asbl@mjllebazsar.be

Youth centre and educational support space which encourages young people to take their place in society:

- A place where young people aged 12 to 26 can be welcomed, listened to and develop projects;
- Various activities (sports, leisure, cultural activities, travel, etc.) in which young people have the opportunity to take responsibility and develop their autonomy;

- Homework club (to 12 years old), cultural outings, and expression workshops are part of the school support, activities during the school holidays;
- Support for the preparation of exams for 12 to 18 year olds;
- Holiday camps in Belgium, participation and involvement of young people in festivities/events and in the life of the neighbourhood, in international projects.

Opening hours: Monday to Friday from 9 am to 6 pm.

- **Brede School Sint-Gillis**

www.bredeschoolbrussel.be/sint-gillis/

Place Van Meenen 39

1060 Brussels

02 533 98 64 - 0490 52 30 09

athijs@stgillis.brussels

Brede School Sint-Gillis is a network of Dutch-speaking schools, community services and socio-cultural partners based in Saint-Gilles.

The Brede School is attached to the Municipality of Saint Gilles and is at your disposal for any question/information about the activities/lessons - in Dutch - which are organised for children from 2.5 to 12 years old.

- **Saint-Gilles municipal library**

www.bibliosaintgilles.be

Rue de Rome 24-28

1060 Brussels

02 435 12 40 (adults)

02 435 12 39 (youth)

bibliotheque.1060@stgilles.brussels

The Saint Gilles municipal library offers various services: French book rental; study area during exams for students who need peace and quiet to work; the Mobi-books service allows Saint Gilles residents who are unable to move around to keep in touch with the library, books and reading; the multimedia area; borrowing digital books; and proposes various activities (Baby Wednesday, reading club, etc.).

Opening hours: Tuesday from 12 pm to 5 pm, Wednesday from 9 am to 11 am and from 2 pm to 7 pm, Thursday and Friday from 1 pm to 6 pm (adults) and from 3 pm to 6 pm (youth), Saturday from 9 am to 1 pm.

During school holidays: Tuesday, Thursday and Friday from 2 pm to 5 pm, Wednesday from 2 pm to 5 pm (youth) and from 2 pm to 7 pm (adults), Saturday from 10 am to 1 pm.

- **Saint-Gilles Library**

www.sint-gillis.bibliotheek.be

Rue Emile Feron 173

1060 Brussels

02 533 98 61

bibliotheek@stgilles.brussels

The Dutch-speaking Municipal Library offers its members a collection of 16,000 books, comics, DVDs and audiobooks, as well as the use of library PCs and free Wi-Fi. Registration gives access to all Dutch-speaking libraries in Brussels and is free of charge. Various activities for children are organised on a regular basis. These generally take place on the last Wednesday of the month. Through its activities for adults, the library wishes above all to stimulate exchange and encounters.

Opening hours: Tuesday from 3 pm to 7 pm, Wednesday from 2 pm to 6 pm, Thursday from 3 pm to 7 pm, Saturday from 10 am to 1 pm.

• **CEMO [AMO - C.P.A.S. Youth Service]**

www.cemoASBL.be

Rue de Parme 86

1060 Brussels

02 533 05 60

cemo@cpasstgilles.irisnet.be

Opening hours: Monday and Wednesday from 9 am to 6 pm; Tuesday and Friday from 9 am to 1 pm and 2 pm to 5 pm; Thursday from 2 pm to 5 pm.

The CEMO team is multidisciplinary (educators, social workers, a receptionist and clinical psychologists). It is an AMO (= Aide en Milieu Ouvert [Open Support]) which provides assistance to young people in their living environment (family, school, administrative, and legal difficulties, etc.).

The aid granted by an AMO is free of charge.

The CEMO also takes on certain missions specific to the CPAS such as the management of financial aid for the benefit of children (school fees, extra-curricular activities, etc.).

• **CEMôme ASBL**

www.cemome.be

Rue de Denmark 15-17

1060 Brussels

02 537 52 34

inscription@cemome.be

The CEMôme manages and organises after-school care and tutoring in Saint-Gilles:

- Homework club PASS' PASS' (primary) for children living or attending school in Saint Gilles, in collaboration with the CEMO;

- Within the framework of the DAS (Dispositif Accrochage Scolaire [School Engagement Support]): offer of fun activities during lunchtime for the children of the Ecole du Parvis;

- SOSALE: after-school activities for primary school children;

- Workshops on Wednesday afternoon and Saturday morning (creative, discovery, multisports, etc.);

- Holiday centre, playgrounds, training courses, holiday camps during school holidays.

Opening hours: Monday, Tuesday, Thursday and Friday from 9 am to 12:30 pm and from 2 pm to 5 pm;

Wednesday from 9 am to 12:30 pm and 2 pm to 7 pm.

• **Centre PMS Communal
[Municipal PMS Centre]**

Rue des Étudiants 14

1060 Brussels

02 563 11 00

pms.1060@stgilles.brussels

Better known as the PMS centre, the psycho-medico-social centre offers children and adolescents psychological, medical and social care throughout their schooling.

Opening hours: Monday to Friday from 8:30 am to 12:30 pm and from 1:30 pm to 4:00 pm. Closed during school holidays.

● **CIFA ASBL - Intercultural Centre for Training through Action**

Rue du Métal 40
1060 Brussels

02 538 54 08 (Tel - Fax)
asbl.cifa@gmail.com

- School Self-Help Group (Secondary School);
- Citizenship and interculturality: organisation of participation councils (young people and parents), awareness-raising sessions;
- Media and arts education.

Opening hours: Monday to Friday from 10 am to 6:30 pm.

● **CFBI ASBL - Belgian Immigrant Family Centre**

www.cfbi.be
Rue Dethy 58
1060 Brussels
02 537 28 00
info@cfbi.be

Scolastic and cultural support and accompaniment

- Homework club (6 to 12 years old);

Opening hours: Monday, Tuesday, Thursday and Friday from 3:30 pm to 6 pm, Wednesday from 1:30 pm to 5 pm
cultural outings - DIY - visits;

- Tutoring in French for newcomer adolescents (12 to 18 years old) and expression workshop;

Opening hours: Monday, Tuesday, Thursday from 3:30 pm to 6:30 pm and Wednesday from 1 pm to 5 pm;

- Activities during school holidays and Wednesday afternoons for children and twice a month for teenagers.

● **Cité des Jeunes (La) - Youth Centre**
www.lacitedesjeunes.be

Rue du Tir, 14
1060 Brussels

02 534 76 61 - 0488 41 45 04
info@lacitedesjeunes.be

Youth centre (6 to 26 years old) which aims to raise awareness among young people in working-class neighbourhoods about civic participation, and support them in their learning and the development of their autonomy:

- Hosting;
- Homework club (10 -15 years old);
- Creative Workshops;
- Socio-cultural activities;
- Sporting activities, outings and camps during the summer holidays.

Opening hours: from Monday to Friday 9 am to 12 pm, and from 1 pm to 7:30 pm.

● **Hispano Belga ASBL**

www.hispano-belga.be

Chaussée de Forest 244-246
1060 Brussels

02 539 19 39

hispanobelgaedd@gmail.com

Action in social cohesion and continuing education through social, educational, creative and socio-cultural activities promoting the integration of people of foreign origin as well as dialogue and harmonious coexistence between different populations:

- Homework club (primary);
- Reception of young newcomers (12-18 years old): French as a foreign language (FLE) courses during the summer holidays, guidance and information on schooling, individual care and administrative support, excursions and discovery;
- Pedagogical and artistic workshops promoting the practice of French (12-18 years old), artistic, socio-cultural and sporting activities.

Opening hours: Monday to Friday from 9 am to 6:30 pm.

- **ITINERAIRES AMO**
www.itineraires-amo.be
Place Louis Morichar 56
1060 Brussels
02 538 48 57
itinerairesamo@gmail.be

An action service in an open environment which offers individual care and socio-educational and preventive accompaniment to 0-22 year-olds through several tools and on demand (without a mandate):

- Climbing gym for social purposes, accessible to all: it's the basis for community-based prevention work in the field of physical and mental health, as well as a tool for social integration;
- Workshops on psychomotricity and relational psychomotricity (strengthening the child-parent bond);
- Nature-sports courses, climbing course modules.

Opening hours: from Monday to Friday from 10 am to 10 pm, and Sunday from 11 am to 5 pm. Closed every first Sunday of the month.

- **MADO SUD - House of the Teenager**
Rue du Tir 16
1060 Brussels
02 563 47 08
madosud@cpasstgilles.brussels

MADO SUD is a youth support service made up of a multidisciplinary team, which is aimed at young people aged 12 to 25 and their families. We welcome the public, in complete confidentiality and freedom, in a friendly and relaxed environment, in order to find the most appropriate answers to the questions and needs expressed (school, employment, housing, health, overindebtedness, justice, family life). MADO SUD is a place that welcomes, listens to, informs, advises, supports and guides young people. The support provided is free and can be individual (information, interview, follow-up, etc.) or collective (discussion groups, workshops, group projects, etc.).

MADO SUD also welcomes parents who have questions about adolescence or who are experiencing difficulties with their teenagers.

MADO SUD is also a hub for professionals (social workers, doctors, psychologists, lawyers, teachers, etc.) involved in youth work to meet and exchange ideas.

● **Municipal school mediation**

www.stgilles.brussels

Rue du Tir, 14

1060 Brussels

3 school mediators

Mounir Eddebarh : **02 542 63 59**

meddebarh@stgilles.brussels

Dahmane Aziz : **02 542 63 53**

adahmane@stgilles.brussels

Brigitte Welter : **02 542 63 54**

bwelter@stgilles.brussels

prevention.1060@stgilles.brussels

Help with school registration, information on the organisation of education and on schooling law, school counselling, etc.

Languages spoken: French, Dutch, English, Polish, Arabic.

Public: for the inhabitants of Saint-Gilles and children attending school in Saint-Gilles.

Opening hours: Service Monday from 9 am to 12 pm, Wednesday and Thursday from 2 pm to 4:30 pm. The school mediators are also available by appointment.

● **QUEF ASBL - Neighbourhood and Family**

www.quefasbl.be

Rue de Hollande 74

1060 Brussels

02 538 86 48

quefasbl@hotmail.com

Action in social cohesion through a place of welcome, exchange, intercultural encounter and learning which encourages people from working-class neighbourhoods to take their place in society and acquire autonomy:

- Homework club (6 to 12 years old), creative and fun workshops, and a speech therapy service completes the service;

- Development of self-confidence and self-fulfilment through socio-cultural activities, access to culture, creativity, outings/visits, neighbourhood festivities, involvement in citizen projects (children and adults);

- Participation in projects initiated by social partners or the associational network Schedule: Monday to Friday from 9 am to 5 pm.

● **Saint-Gilles Sport ASBL**

www.sg-sport.be

Rue de Russie 41

1060 Brussels

02 850 40 58

info@sg-sport.be

Team sports, fitness, training, homework club, etc.

Opening hours: Monday to Friday from 9 am to 5 pm.

• **Service Jeunesse [Youth Service]**

www.pij1060.brussels

Rue Emile Féron 8

1060 Brussels

02 563 11 32

02 563 11 38

info@pij1060.brussels

The youth service of the municipality of Saint-Gilles targets a wide public, from 6 to 26 years old. It develops actions on its own or in partnership with other municipal services or youth actors, such as the Youth Centres or AMOs located in Saint-Gilles.

The Youth Service is hosted by the Youth Info Point (PIJ) in partnership with Infor Jeunes Bruxelles asbl.

The PIJ aims at welcoming, listening, guidance and, support of all young people, taking into account their environment.

The Youth Service also has a student coaching job via the JEEP project (Youth, School, Employment: an entire programme) and a support and guidance service for school or professional orientation «getting to know yourself better in order to make better choices», managed by Infor Jeunes Bruxelles asbl.

PIJ / Infor Jeunes Brussels: Monday to Thursday from 1:30 pm to 5 pm - 02 534 29 40 - 02 534 23 02

JEEP and Orientation scolaire ou professionnelle [School or Vocational Orientation]: Wednesdays from 1:30 pm to 4:30 pm - By appointment only

• **SETM ASBL - World Students Solidarity**

www.setmweb.org

Rue de Parme 26

1060 Brussels

02 533 39 84

02 533 39 81 (social service)

info@setm.be

Reception and accommodation of foreign students and trainees as well as the organisation of activities promoting integration and mutual exchange with the Belgian population:

- Le Foyer [Hall of Residence]: long-term accommodation (during the period of studies or internship) which includes 60 beds;
- Social service: assistance and support to all students (even non-residents) in resolving their difficulties (administrative, social, financial, etc.);
- Socio-cultural activities;
- Study room, library, internet;
- SETM Tutoring Project: tutoring for secondary school students attending local schools.

Opening hours: Monday to Friday from 9 am to 12:30 pm and from 1:30 pm to 5 pm; on-site social service: Tuesday from 9 am to 12 pm and Wednesday from 2:30 pm to 5:30 pm.

• **SINGA ASBL**

www.singa-belgium.org

Rue Van Hoorde 47

1030 Brussels

0473 32 69 48

info@singa-belgium.org

Creation of opportunities and spaces for meetings between newcomers and the host society with a view to better integration:

- Buddy programme: bringing together a newcomer and a «local buddy» with common passions and interests;
- Workshops and events: free workshops by and for members of the community (both newcomers and locals) such as cooking, stress management, writing, French conversation exchanges and other fun, artistic or sports activities;
- Referral to partner organisations in the sector for any specific request for assistance;
- Free and unconditional extra-curricular activities.

Opening hours: Monday to Friday from 9 am to 5 pm. On site: Thursday from 1 pm to 3 pm.

Schools

Schools - Primary schools

www.stgilles.brussels

School is compulsory in Belgium for all children between 6 and 18 years old.

- **Primary school 1-2**
www.stgilles.brussels
Rue de la Perche 11 / Rue du Fort 80
1060 Brussels
02 536 03 47
secretariat1-2@stgilles.brussels
- **Ulenspiegel primary school**
www.ecoleulenspiegel.be
Place des Héros 5
1060 Brussels
02 536 03 49
secretariatspiegel@stgilles.brussels

- **Les Quatre Saisons [The Four Seasons] primary school**

www.ecoleles4saisons.be

Place de Bethléem 10

1060 Brussels

02 544 02 71

secretariatecole4@stgilles.brussels

- **J.J. Michel primary school**

www.ecolejjmichel.be

Rue de Bordeaux 16

1060 Brussels

02 536 03 53

secretariatjjmichel@stgilles.brussels

- **Peter Pan primary school**

www.stgilles.brussels

Rue de la Rhétorique 13

1060 Brussels

02 536 03 55

secretariatpeterpan@stgilles.brussels

- **Du Parvis primary school**

www.ecole-du-parvis.be

Rue Louis Coenen 12

1060 Brussels

02 536 03 30

secretariatparvis@stgilles.brussels

The Parvis school is a special education institution.

- **Ecole Nouvelle primary school**

www.stgilles.brussels

Rue de l'Hôtel des Monnaies 128b

1060 Brussels

02 536 03 64

secretariatecolenouvelle@stgilles.brussels

- **Sainte-Marie School**

www.ecolesainte-marie.org

Rue Emile Feron 9

1060 Brussels

02 539 11 22

ecolesaintemarie1060@gmail.com

- **Athénée Royal Victor Horta**

www.arvh.be

Rue du Lycée 8

1060 Brussels

02 538 26 74

faymonvilleb@arvh.be

- **Saint Jean-Baptiste de La Salle Institute**

www.isjb1060.be

Rue Moris 19

1060 Brussels

02 537 12 43

nicolasgiot@hotmail.be

- **Institut Les Filles de Marie [The Daughters of Mary Institute]**

www.ifmsg.be

Rue Théodore Verhaegen 6/8

1060 Brussels

02 537 78 51

ifmfondamental@gmail.com

- **Institut Les Filles de Marie**

www.ifmsg.be

Rue Théodore Verhaegen 6-8

1060 Brussels

02 537 78 51

secretariat.direction@ifmsg.be

Organises welcome classes for new arrivals to facilitate the integration of foreign children in school.

- **Saint Jean-Baptiste de La Salle Institute**

www.isjb1060.be

Rue Moris 19

1060 Brussels

02 537 12 43

secretariat.direction@isjb1060.be

- **Institut Saint-Luc**

[Saint Luke's Institute]

www.stluc-bruxelles-sec.be

Rue d'Irlande 57

1060 Brussels

02 537 08 70

info@stluc-bruxelles-sec.be

- **Institut Sainte Marie**

[Saint Mary's Institute]

www.sainte-marie.be

Rue Emile Féron 9

1060 Brussels

02 537 41 18

ism.secretariat.direction@gmail.com

Schools - Secondary schools

- **Secondary Schools - Lycée Intégral Roger Lallemand**

www.lirl.be

Rue de la Croix de Pierre 73

1060 Brussels

02 536 03 36

contact@lirl.be

- **Athénée Royal Victor Horta**

www.arvh.be

Rue de la Rhétorique 16

1060 Brussels

02 538 27 42

secretariat@arvh.be

Organises welcome classes for new arrivals to facilitate the integration of foreign children in school.

Dutch-speaking primary schools

- **GO ! Basisschool De Bron**

Rue de la Source 86A

1060 Brussels

02 538 54 52

- **GO ! Basisschool Balder Sint-Gillis**

Rue d'Angleterre 49
1060 Brussels
02 537 03 62

- **Basisschool Sint-Gillis**

Rue Fernand Bernier 16/26
1060 Brussels
02 538 06 28

Rue de Mérode, 93 (preschool)
1060 Brussels
02 537 03 62

Chaussée de Charleroi 81
1060 Brussels
02 538 24 98

Childcare for sick children service - Home help and care - Saint-Gilles district

- **Centrale de soins et de services à domicile (CSD) [Home Care and Services Centre]**

www.csdbxl.be

Rue Saint-Bernard 43
1060 Brussels
02/537 98 66
info@csdbxl.be

For all children (0-12 years) whose parents are working. Fees tailored according to income and family situation.

- **Service des Libellules**

[Dragonfly Service]

www.aideetsoinsadomicile.be

Rue Malibran 53
1050 Brussels
02/647 03 66
info.bxl@fasd.be

Care of sick children aged 3 months to 12 years. Every day of the week from 8 am to 4 pm with the possibility of exceptionally deviating from the agreed schedule, without however exceeding 9 hours of care. Flat rate, benefits for members of the Mutualité Chrétienne [Christian Mutuality].

More information on the website or by phone.

7

1060

Social Security



Belgian social security is a system based on solidarity. Thus a portion of each worker's salary is deducted and paid to the General Social Security Fund.

It performs 3 functions (subject to certain conditions):

1. In case of loss of salary, you may receive a replacement income (unemployment, pension, work incapacity);
2. If you have certain «social charges» (extra costs), such as childcare or medical expenses, you may receive an income supplement;
3. If you do not have any type of income, you may receive social assistance benefits. <http://www.socialsecurity.fgov.be>

Unemployment

In order to obtain unemployment benefits, an individual must have an unlimited residence permit and prove a certain number of days of declared work.

For more information on your entitlement to unemployment benefits:

- **ACTIRIS Saint-Gilles branch**

www.actiris.be

Rue de la Source, 15

1060 Brussels

02 563 20 00 - 02 563 20 19

saintgilles@actiris.be

This branch offers the following services to any job seeker registered with Actiris:

- computers connected to the Actiris website to register or re-register and consult job offers;

- access to information on job vacancies and training;

- the obtaining of certain certificates;

- Language test in French, Dutch and English (EXCEPT for nationality applications);

- the presence of employment counsellors as part of personalised support, through the signing of a professional project contract.

The Actiris Branch also acts as an interface between the local world and the Actiris head office located at Avenue de l'Astronomie 14 (in Madou).

- **ONEM - Office National de l'Emploi [National Employment Office]**

Information Service

www.onem.fgov.be

Chaussée de Charleroi 60

1060 Brussels

02 542 16 11

The ONEM is a public social security institution which manages the unemployment insurance system and certain employment measures.

Opening hours: Monday, Thursday and Friday from 8:30 am to 12 pm. Tuesday and Wednesday from 8:30 am to 12 pm and from 1:30 pm to 4 pm.

If you are not a member of a union, contact:

- **CAPAC - Unemployment Allowance Payment Auxiliary Fund**
www.hvm.fgov.be
Rue des Plantes 69
1210 Brussels
02 209 13 13
info@capac.fgov.be

CAPAC is a public social security institution which pays unemployment and related benefits (youth holidays, activation, etc.).

Opening hours: Monday and Thursday from 8:30 am to 3 pm. Tuesdays and Wednesdays by appointment and closed on Fridays.

Family allowances

It's important to know that it is your children who receive child benefit. There exist various funds. To find out who to contact, please consult your employer.

For general information and/or if you are not working, consult the following service:

- **FAMIFED**
www.bruxelles.famifed.be
Rue de Trèves 70
1000 Brussels
0800 94 434
fam.bru@famifed.be

Agence fédérale pour les allocations familiales [Federal Agency for Family Allowances]. Opening hours: Monday to Friday from 8 am to 5 pm.

Health and Mutual funds

The Belgian social security system provides partial reimbursement of health care: the Mutuelle (a form of health/hospital insurance). In order to benefit from these refunds, you MUST at all costs be a member.

To apply for membership, please contact one of the following services:

Note: Most mutual funds may contribute to the costs of children's school trips and sports subscriptions.

- **CAAMI - Auxiliary Health and Disability Insurance Fund**
www.caami.be
Rue du Trône 30B
1000 Brussels
0800 11 292 (free of charge)
info@caami-hziv.fgov.be

The CAAMI offers you all the benefits of compulsory health care and compensation insurance. Just like a mutual insurance company, but without the additional contributions!

Opening hours: by telephone, from Monday to Friday 9 am to 12 pm, and from 2 pm to 4 pm

- **Mutualité Chrétienne**
www.mc.be
Parvis de Saint-Gilles 19
1060 Brussels
02 538 72 39
st.michel@mc.be

- **Mutualité Libérale**

www.mutualiteliberale.be

Avenue P. Dejaer 27

1060 Brussels

02 537 89 68

- **Neutre - Symbio Mutual Fund**

www.symbio.be

Chaussée de Charleroi 145

1060 Brussels

02 538 83 00

info@symbio.be

- **Mutualité Socialiste**

www.fmsb.be

Chaussée de Waterloo 130

1060 Brussels

02 537 75 75

- **Partenamut**

www.partenamut.be

Chaussée de Waterloo 64

1060 Brussels

02 444 41 11

Social Assistance

- **C.P.A.S. de Saint-Gilles -Public Centre for Social Action**

www.cpas1060.be

Rue Fernand Bernier 40

1060 Brussels

02 600 54 11

Onthaal: 02 600 54 68-55-40

cpas@cpasstgilles.irisnet.be

- **LE RELAIS Social branch**

Chaussée de Charleroi, 123A

1060 Brussels

02 541 89 70 - 71

The CPAS is a public service. Its primary mission is to enable everyone to lead a life in accordance with human dignity and thus to ensure that individuals and families receive the help they deserve from the community. The CPAS intervenes as a last resort, when all possibilities for assistance have been attempted. The person's state of need is analysed by CPAS on a case-by-case basis. The law sets out limitations to social assistance depending on residence status.

The CPAS provides the most appropriate assistance to anyone in need.

- **Social Rights Workshop**

www.atelierdroitssociaux.be

Rue de la Porte Rouge 4

1000 Bruxelles

02 512 02 90 - 02 512 71 57

secretariat@atelierdroitssociaux.be

aidesociale@atelierdroitssociaux.be

droitsdubail@atelierdroitssociaux.be

emploi@atelierdroitssociaux.be

The Social Rights Workshop provides associations and the public with pedagogical tools and general documentation on social rights with a view to:

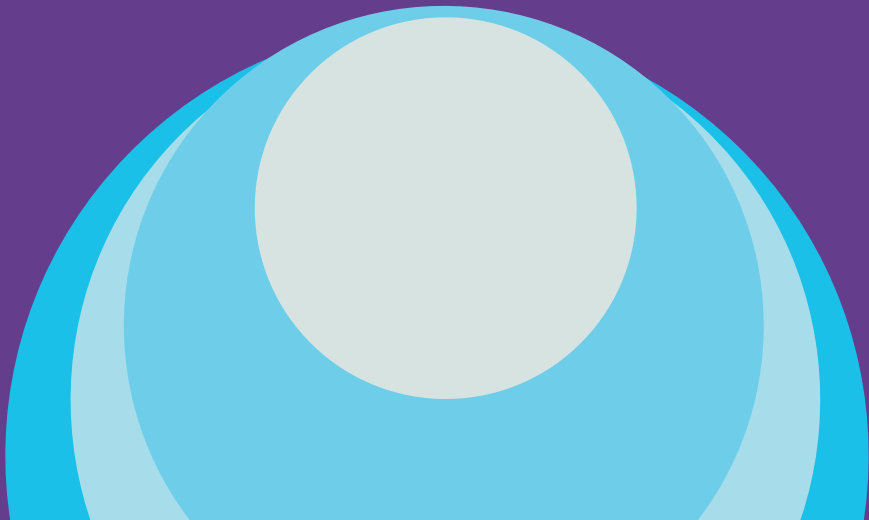
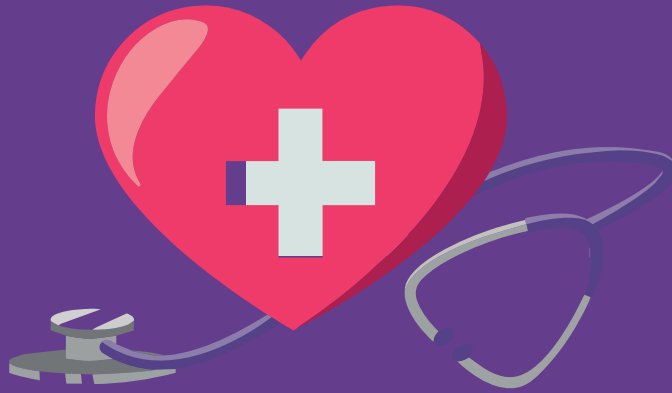
- Promotion of social rights;
- Combating mechanisms of social exclusion;
- Democratisation of the legal culture.

Legal service: social assistance, employment and social security, leases (private housing). Opening hours: social assistance: Tuesday from 9 am to 12 pm and from 1 pm to 4 pm, Wednesday from 9 am to 12 pm. Employment/social security: Tuesday from 9 am to 12 pm and from 1 pm to 4 pm, Wednesday from 9 am to 12 pm.

8

1060

Medical **Services**



There are many medical centres in Saint-Gilles (not all of them are listed here).

There are also many independent general practitioners. Consult them if you need them.

Please note that hospital emergency rooms are for urgent care only.

There are services which can help you with your procedures and fees.

Don't forget to enrol in a mutual insurance company.

- **C.P.A.S. de Saint-Gilles - Public Centre for Social Action**

www.cpas1060.be

Rue Fernand Bernier 40

1060 Brussels

02 600 54 11

Onthaal: 02 600 54 68-55-40

cpas@cpasstgilles.irisnet.be

The CPAS may grant a medical card to sick people with documented residence status if they do not have sufficient resources.

Undocumented persons who cannot pay their medical costs themselves can ask the CPAS to cover these costs.

You request an appointment with a social worker of the CPAS, mentioning your place of residence in Saint-Gilles.

With a general practitioner of your choice, you request an Attestation d'Aide Médicale Urgente (AAMU) [Attestation of Urgent Medical Assistance] which you bring with you to your appointment with the social worker. If you do not have your attestation at the time of your appointment, you

will be given a one-day certificate from a doctor approved by the CPAS.

Once your application has been examined, if you meet the conditions for granting the grant (in particular if you are in a situation of need), you will be given financial help with the cost of your care.

- **Aquarelle ASBL**

www.aquarelle-bru.be

Rue Haute 322

1000 Brussels

02 535 47 13 (prenatal consultation)

info@aquarelle-bru.be

A team of midwives who offer global accompaniment at birth. Allows pregnant women without access to social security and living in difficult conditions to access medical care during pregnancy and after delivery.

Prenatal consultations, pre- and post-natal home visits, breastfeeding support, baby massage sessions, accompaniment to consultations and other support structures.

Opening hours: Monday to Friday from 8:30 am to 5 pm.

- **Caesar de Paepe Medical Centre (FMSB)**

Chaussée de Waterloo 134

1060 Brussels

02 538 78 50

To consult a general practitioner, an ophthalmologist, an ENT specialist, a dentist, a dietician, etc. at the standard rate.

Social Service: From Monday to Friday from 8:30 am to 12 pm, and from 2 pm to 5 pm.

● **La Perche Collectif de Santé [Health Collective]**

Chaussée de Forest 183
1060 Brussels
02 539 15 20
info@mmlaperche.be

Medical centre practising fee-for-service payment:

- Reception;
- Social Service;
- General medicine and physiotherapy;
- Psychiatric and psychotherapeutic care;
- Working in collaboration with RAT - Réseau d'aide aux toxicomanes [Addiction Assistance Network] (upon request);
- Preventive and community health activities.

Opening hours: from Monday to Friday from 8 am to 7 pm by appointment. 24-hour emergency medical care including weekends and holidays.

● **FAMGB - Fédération des Associations de Médecins Généralistes de Bruxelles [Federation of Associations of General Practitioners of Brussels]**

www.famgb.be
Boulevard Pachéco 34
1000 Brussels
02/379.03.33
famgb@famgb.be

The FAMGB brings together all the associations of general practitioners in the Brussels conurbation. It represents more than 1,400 general practitioners.

● **Maison Médicale ASaSo - Avenir en Santé Solidaire**

www.maisonmedicaleasaso.com
Rue Théodore Verhaegen, 23
1060 Brussels
02 539 13 50
info@mmasaso.be

Medical centre at fixed prices:

- Reception;
- General medicine, psychologist, physiotherapy, nursing;
- Prevention and health promotion activities;
- Work in partnership with the local network.

Opening hours: Monday, Wednesday, Thursday and Friday from 08:30 am to 1 pm and from 1:30 to 7 pm

Tuesday from 08:30 am to 12:30 pm and 3 pm to 7 pm.

● **Maison Médicale Galilée**

www.maisonmedicalegalilee.be
Rue Emile Féron 27
1060 Brussels
02 539 29 58
02 539 27 78 (Fax)
maisonmedicalegalilee@skynet.be

Medical centre at fixed prices:

- Psychosocial support;
- General medicine, physiotherapy and nursing care, including home care;
- Specialist doctors: cardiologists, dermatologists, medical pedicurist, dietician, etc.;
- Prevention, health promotion and community health activities;
- Work in partnership with the local network.

Opening hours: from Monday to Friday 8 am to 7 pm, Saturday from 9 am to 12 pm.

- **Maison Médicale Santé Plurielle**

www.mmsp.be

Rue de la Victoire 110

1060 Brussels

02 537 71 24

splurielle@fmm.be

Medical centre at fixed prices:

- Reception;
- Social and administrative assistance;
- General medicine, nursing and physiotherapy;

Consultations at non-fixed rates:

- Speech therapy, gynaecology, psychological consultations;

Addictions services:

- Tailor-made project for each patient: comprehensive care, including drug treatment for addiction (prescription of substitutes or other psychoactive substances), psychosocial care and home visits;

- Communication, exchange and networking with operators specialised in drug addiction (ENADEN, LAMA, LA PIÈCE, MASS, CHU SAINT-PIERRE, TRANSIT, CASO, etc.) and collaboration with the treating doctor.

Opening hours: from Monday to Friday from 8:30 am to 7 pm, Saturday from 10 am to 11:30 pm.

- **Medimmigrant VZW**

www.medimmigrant.be

Rue Gaucheret 164

1030 Brussels

02 274 14 33 - 34 - 0800 14 960

(gratuit)

info@medimmigrant.be

Reference centre providing support for people in a precarious residence situation requiring medical assistance (with or without a residence permit) and professionals who are in contact with these people:

- Legal information on access to health care (urgent medical assistance) and social rights, and information/guidance on sensible and realistic future prospects (advice on the chances of staying in Belgium via 9ter, return to the country of origin, etc.);
- Monitoring the evolution of the individual situations of the persons concerned by facilitating their access to the mechanisms set down under the law, by detecting and monitoring problematic situations and by intervening with aid and care providers.

Telephone service: Monday, Thursday and Friday from 10 am to 1 pm, Tuesday from 2 pm to 6 pm (no on-site service).

- **ONE - Office de la Naissance et de l'Enfance - Saint-Gilles [Office of Birth and Childhood]**
www.one.be

Pregnancy monitoring, medical-social support for future parents, free medical consultations whose aim is to promote, monitor and preserve the health of children from 0 to 6 years old.

Collective activities in support of parenting, health promotion and medico-social prevention.

The ONE medico-social worker may visit the parents' home if they wish.

Here are the ONE consultations in Saint-Gilles:

-Rue des Etudiants 14A
1060 Brussels
02 539 05 20

Consultations for children from 0 to 6 years old: 1st, 3rd and 4th Monday of the month from 2 pm to 3:30 pm, Tuesday from 1:30 to 3:30 pm.

- Rue Dethy 67
1060 Brussels
02 538 49 94

Consultations for children from 0 to 3 years old: Monday from 1:30 pm to 3:30 pm, Wednesday from 9:15 am to 11:30 am.

Consultations for children from 0 to 6 years old: Tuesday from 9:30 am to 11:30 am and from 3:30 pm to 5:30 pm, Friday from 1:30 pm to 3:30 pm

-Rue Vlogaert 22
1060 Brussels
02 537 88 77

Consultations for children from 0 to 6 years old: Tuesday from 2 pm to 5 pm, 2nd and 4th Thursday of the week from 1:30 pm to 3 pm, Friday from 9:30 am to 1:30 pm.

-Rue Antoine Bréart 137
1060 Brussels
02 538 38 53

Consultations for children from 0 to 6 years old: Tuesday from 1 pm to 3:30 pm, 3rd Tuesday of the month from 2 pm to 4:30 pm, Thursday from 1:30 pm to 3:30 pm.

- **Planning familial de Saint-Gilles**
www.planningfamilialstgilles.be
Avenue du Parc 89
1060 Brussels
02 537 11 08
info@planningfamilialstgilles.be

- Reception: listening, information, making an appointment, morning-after pill, orientation, condoms, pregnancy test;

- Medical consultations: contraception, sexually transmitted infections (STIs), routine gynaecological monitoring, pregnancy monitoring, menopause, screening, information and support for abortion (medical and surgical abortion);

- Legal advice: family law, youth law, etc. ;
- Social consultations: occasional help, accompaniment, information, social follow-up of pregnancy;
- Psychological consultations (individuals/ couples);
- Psychological counselling for children/ adolescents;
- Psychiatric consultations;
- Sexological consultations;
- Events and debates around emotional and sexual life;
- Family mediation;
- Discussion group for adults who were sexually abused as children.

Opening hours: Monday, Tuesday, and Thursday from 8:30 am to 6 pm; Wednesday and Friday 8:30 am to 5 pm.

For urgent care

In a medical emergency, to call an ambulance, dial 112 or go to a hospital.

- **Athena - On-call medical station**
www.athenapmg.be
 Rue Jean de Brouchoven de Bergeyck 2
 1000 Brussels
02 201 22 22

Opening hours: Monday to Friday from 9 am to 6 pm. Weekends and public closed.

- **Dispensaire Solidarité Grand Froid**
www.solidaritegrandsfroids.be
 Rue de Denmark 74
 1060 Brussels
0477 33 85 47
info@solidaritegrandsfroids.be

Dispensary for medical care. Individuals must be referred by a social worker.

Opening hours: Tuesday, Thursday and Friday from 12 pm to 4 pm.

- **Molière Hospital**
 Rue Marconi 142
 1190 Brussels
 Consultations: **02 348 51 11**
 Emergency: **02 348 57 41**

- **St. Pierre Hospital**
www.stpierre-bru.be
 Rue Haute 322
 1000 Brussels
02 535 31 11
 Adult emergencies: 02 535 40 55
 Pediatric emergencies: 02 535 43 60

Opening hours: Monday to Friday from 8:30 am to 5 pm.

For home care

If you can't move about, there are services to help you stay at home as long as possible.

- **Central Home Care Centre (CSD)**
www.csdbxl.be
 Rue Saint-Bernard 43
 1060 Brussels
02 537 98 66
info@csdbxl.be

Interviews by appointment, home visits.

Home help and housekeeping services, nursing service, physiotherapists, dentists, speech therapists, tele-monitoring service, meals-on-wheels delivery, hairdresser, pedicure, home manicure.

- **Violette Collective -
C.P.A.S. de Saint-Gilles**
www.cpas1060.be
Rue Arthur Diderich 32
1060 Brussels
02 600 56 43

Service for the elderly and/or handicapped.

Family Assistance Service:

Temporary or long-term help with family or household chores: shopping, meal preparation, laundry, ironing and housekeeping.

Residential services (apartments rental for people over 60 years old and autonomous apartments, located on A Street. Diderich 34)

Guidance service at the entrance to the nursing home.

- **COSEDI BRUXELLES ASBL**
www.cosedi.be
Rue des Palais 4
1030 Brussels
02 218 77 72
info@cosedi.be

COSEDI offers care and services which ensure that any sick, disabled or elderly person living in the Brussels Region can stay at home in the best possible conditions.

COSEDI also offers a manual home help service. Provision of a multi-skilled man to carry out various small jobs at home occasionally or regularly.

- **GAMMES ASBL**
www.gammesasbl.be
Family and Senior Support Service
Chaussée de Charleroi 123A
1060 Brussels
02 537 27 02
info@gammesasbl.be

A team of professional home helps, day and night. BIM rate. Opening hours: Monday to Friday 8:30 am to 4:30 pm.

- **PROXIMITÉ SANTÉ ASBL**
www.proximitesante.be
Rue Malibran 49
1050 Brussels
02 644.51.31
info@proximitesante.be

Small jobs at home, sale and rental of paramedical equipment.

9

1060

Help and support **psychological** support



● **Marconi Family Planning Centre**

www.planningfamilial.net

Rue Marconi 85

1190 Brussels

02 345 10 25

planning@centremarconi.be

- Reception: listening, information, making an appointment, morning-after pill, orientation, condoms, pregnancy test;
- Medical consultations: contraception, sexually transmitted infections (STIs), routine gynaecological follow-up, menopause, screening;
- Social consultations: occasional help, accompaniment, information;
- Psychological consultations (individuals, couples or families);
- Legal advice: family law, youth law, etc.
- Events: prevention through education in sexual and emotional life, etc.;
- Discussion groups for infertile couples, self-help groups for families of drug addicts.

Opening hours: Monday to Friday from 8 am to 7 pm.

● **La Perche Collectif de Santé**

[Health Collective]

Chaussée de Forest 183

1060 Brussels

02 539 15 20

info@mmlaperche.be

Medical centre practising fee-for-service payment:

- Reception;

- Social Service;

- General medicine and physiotherapy;

- Psychiatric and psychotherapeutic care;

- Working in collaboration with RAT - Réseau d'aide aux toxicomanes [Addiction Assistance Network] (upon request);

- Preventive and community health activities.

Opening hours: from Monday to Friday from 8 am to 7 pm by appointment. 24-hour emergency medical care including weekends and holidays.

● **Exil**

www.exil.be

Avenue de la Couronne 182

1050 Brussels

02 534 53 30

info@exil.be

Medical-psychosocial centre for asylum-seekers, victims of torture and/or organized violence:

- Specific accompaniment programme for minors seeking asylum: individual consultations and community work, sponsorship programme, guardianship; medical, psychological and psycho-corporal consultations; social workers; individual, family or group care;

- Specific accompaniment programme for adults (for men and women) victims of human rights violations and torture: medical, psychiatric, psychological, psychotherapeutic, fascia-therapeutic consultations; individual, couple or group care;

- Training, supervision and supervision service, individual and/or in teams.

Opening hours: Monday to Friday from 09:30 am to 5 pm.

- **Humanitaire Hub**
[Humanitarian Hub]
Avenue du Port 100
1000 Brussels

Médecins du Monde, Médecins Sans Frontières, CIRÉ, Vluchteling Werk Vlaanderen, Oxfam Solidarity and the Civic Platform for Refugee Support have decided to join forces to offer a safe and secure space for women, men and children in transit in Brussels.

The Hub offers a range of services, from medical care to mental health, as well as legal advice, social assistance, family tracing, clothing distribution and referral to accommodation. It thus seeks to fulfil unmet needs. For treatment, go on site.

- **MADO SUD - House of the Teenager**
Rue Emile Féron 153
1060 Brussels
02 899 84 31
madosud@cpasstgilles.brussels

MADO SUD is a youth support service made up of a multidisciplinary team, which is aimed at young people aged 12 to 25 and their families. We welcome the public, in complete confidentiality and freedom, in a friendly and relaxed environment, in order to find the most appropriate answers to the questions and needs expressed (school, employment, housing, health, overindebtedness, justice, family

life). MADO SUD is a place that welcomes, listens to, informs, advises, supports and guides young people. The support provided is free and can be individual (information, interview, follow-up, etc.) or collective (discussion groups, workshops, group projects, etc.).

MADO SUD also welcomes parents who have questions about adolescence or who are experiencing difficulties with their teenagers.

MADO SUD is also a hub for professionals (social workers, doctors, psychologists, lawyers, teachers, etc.) involved in youth work to meet and exchange ideas.

- **Maison Médicale Galilée**
www.maisonmedicalegalilee.be
Rue Emile Féron 27
1060 Brussels
02 539 29 58
02 539 27 78 (Fax)
maisonmedicalegalilee@skynet.be

Medical centre at fixed prices

- Psychosocial support;
- General medicine, physiotherapy and nursing care, including home care;
- Specialist doctors: cardiologists, dermatologists, medical pedicurist, dietician, etc.;
- Prevention, health promotion and community health activities;
- Work in partnership with the local network.

Opening hours: from Monday to Friday 8 am to 7 pm, Saturday from 9 am to 12 pm.

● **Planning familiale de Forest**
www.planningfamilialedeforest.be

Place Saint-Denis, 18
1190 Brussels

02 343 74 04
0498 12 04 28

accueil@planningdeforest.be

- Reception: listening, information, making an appointment, morning-after pill, condoms, pregnancy test;
- Medical consultations: contraception, sexually transmitted infections (STIs), routine gynaecological monitoring, menopause, screening, pregnancy monitoring, reception and referral of requests for voluntary termination of pregnancy;
- Psychological consultations (individuals/couples);
- Sexological consultations;
- Social consultations: occasional assistance, support, information (studies, CPAS, family allowances, mutual insurance, employment, housing, etc.);
- Legal advice: family law, youth law, etc.
- Family mediation;
- Events in schools for sexual and emotional education, prevention of abuse.

Opening hours: Monday from 10:30 am to 7 pm, Tuesday from 9:00 to 5:00 pm, Wednesday from 9:00 to 6:00 pm, Friday from 12 pm to 4:30 pm.

● **Planning familial de Saint-Gilles**
www.planningfamilialstgilles.be

Avenue du Parc, 89
1060 Brussels

02 537 11 08

saintgilles@planningfamilial.net

- Reception: listening, information, making an appointment, morning-after pill, orientation, condoms, pregnancy test;
- Psychological consultations (individuals/couples);
- Psychological counselling for children/adolescents;
- Psychiatric consultations;
- Sexological consultations;
- Events and debates around emotional and sexual life;
- Family mediation;
- Discussion group for adults who were sexually abused as children.

Opening hours: Monday, Tuesday, and Thursday from 8:30 am to 6 pm; Wednesday and Friday 8:30 am to 5 pm.

● **Mental Health Service - Saint-Gilles**
Sint-Gillis

Rue de la Victoire, 26
1060 Brussels

02 542 58 58

ssm.stgilles@skynet.be

Child, Youth and Adult Mental Health Services:

- Clinical reception;

- Psychosocial, psychological and (paedo) psychiatric consultations (individuals, couples and families);
- Logopedic consultations and psychomotor therapy;
- Individual or team supervision;
- Preventive work: speech and language therapy help in schools, participation in the work carried out by the non-profit organisation Le Gazouillis (a meeting place for children and parents);
- Interventions in schools (violence, suicide, extortion, drugs, etc.).

Opening hours: Monday from 9 am to 8 pm, Tuesday to Friday from 9 am to 5 pm

● **Ulysses Mental Health Service**

www.ulyссе-ssm.be

Rue de l'Ermitage Kluis, 52

1050 Brussels

02 533 06 70

Mental health service specialising in the support of psychologically vulnerable exiled persons, in particular those who are still in a situation of precarious right of residence:

- Reception and psychosocial support;
- Psychological and psychiatric consultations;
- Meetings, information and training for professionals, around the reception and assistance of exiled people;

- Community activities: creative expression workshop for ULYSSE patients, «activities and outings» group for all beneficiaries, socio-professional orientation workshop adapted to the exile experience and the psychological fragility of the ULYSSE audience, writing a newspaper.

Opening hours: Monday, Tuesday, and Wednesday from 9 am to 12 pm; Thursday and Friday 9 am to 5 pm.

10

1060

Domestic and intra-family violence



If you are a victim of physical violence, you should have the violence recorded by a doctor then file a complaint with the police and get help from a specialised centre.

Here are some addresses to help you in the event of violence:

● **Centre for the Prevention of Marital and Family Violence**

www.cpvcf.org

Avenue des Casernes, 29

1040 Brussels

02 539 27 44

info@cpvcf.org

violences.familiales@misc.irisnet.be

Specialised accompaniment for any person affected by conjugal and/or intra-family violence:

- Reception, listening by telephone, administrative and social assistance;
- Space to speak individually (for woman or man, perpetrator or victim) or as a couple;
- Telephone or on-site psychological support;
- Women's Self-Help and Continuing Education Group;
- Accommodation for women (with or without children, no age limit).

Opening hours: from Monday to Friday 9 am to 7 pm, and the weekend from 10 am to 5 pm.

● **Sexual Violence Care Centre**

www.violencessexuelles.be

Rue Haute 320

1000 Brussels

02 535 45 42 - 02 535 47 14

cpvs@stpierre-bru.be

Medical, forensic, psychological, social, judicial and police care for victims of sexual violence.

● **CFBI ASBL - Belgian Immigrant Family Centre**

www.cfbi.be

Rue Dethy, 58

1060 Brussels

02 537 28 00

info@cfbi.be

Multi-purpose service open to all families of all origins, which develops socio-educational actions encompassing the family as a whole and integrating different facets (particularly psychosocial, pedagogical, legal, socio-cultural):

- social service: reception, legal information, assistance and individual social follow-up

Interviews in Arabic, Spanish, English, French.

Opening hours: Monday and Friday from 9 am to 12 pm and from 2 pm to 4 pm,

Tuesday, Wednesday and Thursday from 9 am to 12 pm Tuesday from 2 pm to 4 pm by appointment. Tuesday: from 2 pm to 4 pm by appointment.

• **FPS - Proactive Socialist Women**

www.femmesprevoyantes.be

Place Saint-Jean, 1-2

1000 Brussels

02 515 04 01

fps@mutsoc.be

Bringing together 9 regional and more than 200 local groups, they organise numerous continuing education activities throughout the territory of the Wallonia-Brussels Federation.

Opening hours: from Monday to Thursday from 8:30 am to 4:30 pm; Friday from 8:30 am to 12:30 pm.

• **Police - Victim Services**

www.police.be

Rue Antoine Bréart, 104

1060 Brussels

02 559 85 74

stephane.vanees@police.belgium.eu

Opening hours: from Monday to Friday 8 am to 4 pm, Friday from 8 am to 2 pm.

• **Youth Welfare Service**

www.aidealajeunesse.cfwb.be

Rue de Birmingham, 60

1080 Brussels

02 413 39 18

saj.bruxelles@cfwb.be

The mission of the SAJ is to provide specialised assistance to people who have difficulty fulfilling their role as parents

as well as to young people in difficulty and children at risk (intervention at the request of young people or their families, front-line services (AMO, CPAS, CPMS, PSE etc.), schools, hospitals or the Public Prosecutor's Office).

Telephone hours: Monday to Friday from 9 am to 12.30 pm and from 1 pm to 4 pm; on site: Monday and Friday from 9.30 am to 12.30 pm; Tuesday, Wednesday and Thursday from 1 pm to 4 pm.

• **Municipal service - Local justice**

www.stgilles.brussels

Place Marcel Broodthaers, 7-8

1060 Brussels

02 542 62 40

secretariat.juridique@stgilles.brussels

This service informs and accompanies the population in its legal procedures, free of charge.

Legal service (without appointment and free of charge): Monday from 2 pm to 4 pm, Wednesday and Thursday from 9 am to 11 am. Pro bono lawyers' service: Tuesday from 1:30 to 3:30 pm.

• **Municipal Social Service**

www.stgilles.brussels

Place Van Meenen, 39

1060 Brussels

02 536 02 65

affaressociales1060@stgilles.brussels

The social service is a free of charge public service for the inhabitants of

Saint-Gilles. If you have any questions, if you have difficulties with administrative procedures, if you are looking for a particular service, if you find yourself in a conflict situation, if you need information on social benefits or if you simply want to talk, contact the municipal social service.

Opening hours: Monday, Tuesday and Thursday from 8:30 am to 12 pm.

● **SOS Children ULB - Saint-Pierre University Hospital Centre**

www.sos-enfants.ulb.ac.be

Rue Haute, 322

1000 Brussels

sosulb@ulb.ac.be

02 535 34 25 (SOS Children team)

02 535 31 11 (hospital number)

101 (Police)

103 (24-hour child helpline)

0800 30 030 (Domestic Violence helpline)

Reception, help and medical-psycho-social accompaniment of families and children in dangerous situations (mistreatment, neglect, sexual abuse).

Opening hours: from Monday to Friday from 9 am to 5 pm; on call from Monday to Friday from 1:30 pm to 5 pm.

● **Vie Féminine ASBL**

www.viefeminine.be

Boulevard de l'Abattoir, 28

1000 Brussels

02 513 69 00

bruxelles@viefeminine.be

A movement which brings together women of different cultures and ages around the values of equality, social justice, solidarity and democracy.

For all the women who want to be assisted.

A lawyer will advise you on the following issues:

* Divorce, separation (also abroad);

* Family reunification and regularisation procedure;

* Domestic violence;

* Alimony (SECAL) [Maintenance claims department];

* Custody and access;

* Family allowances and health insurance.

Opening hours: Monday to Friday from 9 am to 12:30 pm.

11

1060

Human trafficking and exploitation



• **ADDE ASBL - Association for immigrants' rights**

www.adde.be

Rue du Boulet, 22

1000 Brussels

02 227 42 41

servicejuridique@adde.be

The ADDE can help you with the legal process. Legal advice in immigration law and international family law. Legal consultations (residence, family reunification, asylum, work, social assistance) by telephone: Monday from 9 am to 12 pm and Wednesday from 2 pm to 5 pm.

Consultations in international family law and nationality: Monday and Thursday from 2 pm to 5 pm.

The ADDE's social service listens to you in a confidential and benevolent setting, a global analysis of your situation, guidance and accompaniment in your procedures and directing you towards the relevant resource services.

ADDE social service availability hours: Tuesday and Thursday from 9 am to 11 am.

• **CFBI ASBL - Belgian Immigrant Family Centre**

www.cfbi.be

Rue Dethy, 58

1060 Brussels

02 537 28 00

info@cfbi.be

Multi-purpose service open to all families of all origins, which develops socio-educational actions encompassing the family as a whole and integrating

different facets (particularly psychosocial, pedagogical, legal, socio-cultural):

- Social service: reception, legal information, assistance and individual social care.

Interviews in Arabic, Spanish, English, French.

Opening hours: Monday and Friday from 9 am to 12 pm and from 2 pm to 4 pm,

Tuesday, Wednesday and Thursday from 9 am to 12 pm Tuesday from 2 pm to 4 pm by appointment.

• **Fairwork Belgium**

www.orcasite.be

Rue Gaucheret, 164

1030 Brussels

02 274 14 31

0800 12 019 (free of charge)

info@fairworkbelgium.be

You can ask questions by letter, e-mail or telephone.

This organisation aims to improve the working conditions of workers without legal residence documents or in an illegal place of work through:

- general guidance and legal aid to workers without legal residence status, to those who support them and to any interested person: advice on concrete problems (work accident, theft of salary, etc.), information and accompaniment during legal proceedings.

Opening hours: Monday and Wednesday from 9 am to 1 pm and Thursday from 1 pm to 4 pm (answering machine outside opening hours). On site: by appointment only.

- **Foyer VZW**
www.foyer.be
Rue des Ateliers, 25
1080 Brussels
02 411 74 95

Grouping of different non-profit organisations with the common goal of a society which positively engages in diversity and in which ethnic and cultural minorities participate fully in social life. By appointment only. Telephone hotline, working days from 9 am to 5 pm.

- **Hispano Belga ASBL**
www.hispano-belga.be
Chaussée de Forest, 244-246
1060 Brussels
02 539 19 39
hispanobelgaservicesocial@gmail.com

Social service, reception and social orientation, information, help, accompaniment, guidance, administrative procedures. Labour law and immigration law.

Reception by appointment from Tuesday to Friday from 9:30 am to 1 pm and on Tuesdays, Wednesdays and Fridays from 2 pm to 4 pm. Telephone hotline (in case of emergency) every day from 9:00 am to 9:30 am.

Interviews in French and Spanish.

- **Labour Inspectorate - Control of Social Laws**

www.emploi.belgique.be
Rue Ernest Blerot, 1
1070 Brussels
02 235 54 01
cbe.bruxelles@emploi.belgique.be

The Labour Inspectorate in Belgium includes services of the federal authority, which may carry out checks at workplaces or construction sites (including temporary or mobile sites) in order to verify compliance with the working conditions applicable in the event of the secondment of workers to Belgium.

Opening hours: From Monday to Friday 9 am to 12 pm, and Wednesday 9 am to 4:30 pm without interruption. By telephone from Monday to Friday from 9 am to 12 pm and from 2 pm to 4.30 pm on **02 235 55 60** (calls in French) or **02 235 55 55** (calls in Dutch).

- **Isala asbl**
www.isalaasbl.be
0472 35 30 58

Support for sex workers: field visits, helpdesk every Friday from 4pm to 8pm (at 17 rue Marcq), free French and computer courses, holistic support for sex projects working on a project or a way out of prostitution based on 8 pillars of action (housing, employment/training, official papers and residence permits, social rights, parenthood/family, justice, social links/integration, health).

Telephone hotline from Monday to Friday on 0472 35 30 58 for assistance with procedures and/or to make an appointment for support.

Co-management of a half way house for women in which the association can accommodate 2 women. Development of concrete alternatives to prostitution.

- **Myria**

www.myria.be

Rue Royale, 138

1000 Brussels

02 212 30 00 (Reception)

0800 14 912 (Freephone number)

myria@myria.be

Myria, the Federal Migration Centre, analyses migration, defends the rights of immigrants and fights against human trafficking and smuggling. It promotes a policy based on knowledge of the facts and respect for human rights. Myria is an independent public institution.

- **PAG-ASA ASBL**

www.pag-asa.be

Rue des Alexiens, 16B

1000 Brussels

02 511 64 64

info@pag-asa.be

PAG-ASA VZW provides humanitarian assistance to victims and cooperates in the effective fight against exploitation networks. PAG-ASA offers three types of support: residential, ambulatory and legal.

Opening hours: each working day from 9 am to 5 pm. A telephone hotline is available for any emergency outside opening hours.

- **Municipal service - Local justice**

www.stgilles.brussels

Place Marcel Broodthaers, 7-8

1060 Brussels

02 542 62 40

secretariat.juridique@stgilles.brussels

This service informs and accompanies the population in its legal procedures, free of charge.

Legal service (without appointment and free of charge): Monday from 2 pm to 4 pm, Wednesday and Thursday from 9 am to 11 am. Pro bono lawyers' service: Tuesday from 1:30 pm to 3:30 pm.

- **SESO ASBL - Solidarity Social Service**

www.sesoweb.org

Rue de Parme, 26

1060 Brussels

02 533 39 84

info@seso.be

Social service specialised in immigration law: regularisation, family reunification, asylum application, student visa, short stay, access to work, etc.

Consultations, preferably by appointment. Opening hours: Tuesday and Thursday from 9 am to 11 am in Spanish. Wednesday and Friday from 9 am to 11 am in French, English and Dutch. REAB [Return and Reintegration of Asylum Seekers from Belgium] service: for people wishing to return to their country of origin.

Wednesday from 2 pm to 4:30 pm (and by appointment).

- **Siréas ASBL - International Service for Research, Education and Social Action**

www.sireas.be

Rue du Champ de Mars, 5

1050 Brussels

02 649 99 58

sireas@sireas.be

Siréas offers a legal service to inform people about immigration law and provides assistance to foreigners facing legal problems.

Monday to Friday from 8:30 am to 1 pm and 2 pm to 5 pm (Please arrive before 8 am to be put on the waiting list for the day).

12

1060

Accommodation



Finding accommodation

There are two possibilities if you are looking for accommodation in Brussels: private accommodation and public accommodation.

- **CAFA - Accommodation Roundtable**

www.cafa.be

Rue du Fort, 25

1060 Brussels

02 600 57 30

logementCAFA@cpasstgilles.irisnet.be

As_permanence_logement_DPA@

cpasstgilles.irisnet.be

Every Wednesday from 1 pm to 4 pm, this service provides a list of available housing on the private rental market in Saint-Gilles and on Thursdays from 1 pm to 4 pm it offers help in finding housing via the Immoweb website.

- **Saint-Gilles Defence Committee**

www.lecodes.be

Rue du Fort, 43

1060 Brussels

02 539 22 83 - 0492 05 65 09

info@lecodes.be

Local committee which carries out actions to improve the quality of life of the inhabitants of Saint-Gilles, particularly the most vulnerable:

- Social service to help people find housing (especially large dwellings).

Opening hours: Monday to Friday from 8:30 am to 4:30 pm. Only by appointment, by phone.

- **CONVIVIAL ASBL**

www.convivial.be

Rue du Charroi, 33

1190 Brussels

02 503 43 46

info@convivial.be

Promotes the integration of refugees in Belgium by accompanying recognised refugees leaving reception centres or beneficiaries of the resettlement programme in their settlement in Belgium and the beginning of a sustainable integration process:

- Individual social guidance: reception and listening, psychosocial assistance, administrative procedures, family reunification procedures, etc.;

- Accommodation: support in finding accommodation, temporary housing, housing education, mediation.

Opening hours: from Monday to Thursday from 9 am to 12:30 pm, and 1 pm to 5 pm, Friday from 9 am to 12:30 pm.

- **ULSG ASBL - Union of Saint-Gilles Tenants**

www.ulsaintgilles.canalblog.com

Rue Berckmans, 131

1060 Brussels

02 538 70 34

ulsaintgilles@yahoo.fr

Opening hours: social and legal service; Wednesday from 2 pm to 4 pm and Friday from 11 am to 1 pm.

Rehousing allocation service: Wednesday from 2 pm to 4 pm. Accommodation-seeking and info on social housing service: Tuesday from 2 pm to 4 pm and Thursday from 10 am to 12 am.

Housing Assistance

Are you looking for cheaper accommodation, help to pay your rent guarantee or moving assistance?

Please contact the following services:

- **Social Property Agency of Saint-Gilles**

www.aissaintgilles.be

Rue de Mérode, 121

1060 Brussels

02 535 70 10

info@aissaintgilles.brussels

- Rental management of the properties entrusted by owners who then benefit from guarantee of payment of the rent, coverage of the rental gap and rental damages above wear and tear or obsolescence;
- Choice of tenants according to certain criteria, including a maximum income profile;
- Assistance and advice to owners on possible renovation work, who are then granted financial assistance from the Region;
- Organisation of social support for tenants;
- Registration in AIS is only done within the framework of rental involvement by the CAFA ASBL, Habitat Accompagné [Accompanied Housing] and the municipal Service Logement [Housing Service].

Opening hours: Monday, Wednesday and Friday from 09:30 am to 12:30 pm.

- **Relocation allowance**

www.logement.brussels

See the website to make contact.

- **C.P.A.S. de Saint-Gilles - Public Centre for Social Action**

www.cpas1060.be

Rue Fernand Bernier, 40

1060 Brussels

02 600 54 11

cpas@cpasstgilles.irisnet.be

The PCSA's mission is to provide material, social, medical or psychological-social assistance, ranging from financial aid to employment, including housing assistance, home help, admission to a rest home or foster home, debt mediation, access to energy, access to culture and psychosocial or legal assistance.

- **Housing Fund of the Brussels-Capital Region**

www.fondsdulogement.be

Rue de l'Eté, 73

1050 Brussels

02 504 32 11

info@fondsdulogement.be

- Very advantageous mortgage loans;
- Regional loans for rental guarantees (interest-free loan, BRUGAL fund).

Opening hours: from Monday to Friday 8:30 am to 12 pm, and from 1 pm to 4 pm. For people with reduced mobility, special access by calling 02 504 32 11

- **Foyer du sud**
www.foyerdusud.be
Rue de la Source, 18
1060 Brussels
02 534 78 80
fds@foyerdusud.be

Realisation, management, maintenance and renting of social housing.

Opening hours: from Monday to Friday 8 am to 4:15 pm, Friday from 8 am to 12 pm. On site: Monday and Wednesday from 8:30 am to 11:30 am, Tuesday and Thursday from 1 pm to 3:30 pm.

- **Housing Management**
Rue Emile Féron, 161
1060 Brussels
02 533 34 80
regiefonciere.1060@stgilles.brussels

For anyone looking for accommodation (whatever your income), you can claim a home from the Régie Foncière, which rents accommodation at prices slightly below the private market rate.

Opening hours: applications and information from Monday to Friday from 8 am to 12 pm.

- **SETM ASBL - World Students Solidarity**
www.setmweb.org
Rue de Parme, 26
1060 Brussels
02 533 39 84 - 02 533 39 81
(service social)
info@setm.be

Reception and accommodation of foreign students and trainees as well as the organisation of activities promoting integration and mutual exchange with the Belgian population:

- Le Foyer [Hall of Residence]: long-term accommodation (during the period of studies or internship) which includes 60 beds.

Opening hours: Monday to Friday from 9 am to 12:30 pm and from 1:30 pm to 5 pm. Social service on site: Tuesday from 9 am to 12 pm and Wednesday from 2.30 pm to 5.30 pm. Wednesday from 12 pm to 6.30 pm: tutoring, cultural and creative activities.

Housing conditions

Is your accommodation in poor condition: damp, mouldy, too small, without heating, etc.?

You have the right to decent housing. Seek information from the following services:

- **CAFA ASBL - Support and Training Centre for Adults**
www.cafa.be
Rue du Fort, 25
1060 Brussels
02 600 57 30

By appointment only, this service can visit the problematic dwelling, and after analysis of the situation become involved with the landlord if applicable.

• **Economic Development Department of the Municipality of Saint-Gilles**

www.stgilles.brussels

Place Van Meenen, 39

1060 Brussels

02 536 02 32

developpementeconomique.1060@

stgilles.brussels

The service is responsible for issuing certificates of nuisance for the purpose of obtaining compensatory allowances for self-employed persons.

Opening hours: Monday to Friday from 8 am to 12 pm

• **Municipal service - Local justice**

www.stgilles.brussels

Place Marcel Broodthaers, 7-8

1060 Brussels

02 542 62 40

secretariat.juridique@stgilles.brussels

This service informs and accompanies the population in its legal procedures, free of charge.

Legal service (without appointment and free of charge): Monday from 2 pm to 4 pm, Wednesday and Thursday from 9 am to 11 am. Pro bono lawyers' service: Tuesday from 1:30 pm to 3:30 pm.

• **Public Space Department of the Municipality of Saint-Gilles**

www.stgilles.brussels

Place Van Meenen, 39

1060 Brussels

02 536 17 50

espacepublic.1060@stgilles.brussels

The service serves the public for parking reservations (moving, containers, scaffolding, etc.) and for all problems relating to roads, pavements, sewers and public lighting.

Opening hours: Monday to Friday from 8 am to 12 pm.

• **Brussels Regional Public Service - Brussels Housing**

www.logement.brussels

Rue du Progrès, 80

1030 Brussels

02 204 12 80

inspectiondulogement@sprb.brussels

Activities:

To ensure compliance with the minimum standards of safety, health and equipment laid down by the Brussels Housing Code, and in so doing:

- Issue the certificate of conformity control at the request of the lessor when the latter has carried out the necessary work in a dwelling previously forbidden to be rented by the DIRL [Regional Housing Inspectorate];

- Carry out investigations following complaints lodged by tenants, municipalities, CPAS and authorised non-profit organisations;

- Conduct spontaneous visits.

Opening hours: by phone: Mondays, Wednesdays and Fridays from 9 am to 12 pm; on site: Mondays, Wednesdays and Fridays from 9 am to 11:45 am.

- **Safety, Health and Environment Department**

www.stgilles.brussels

Place Van Meenen, 39

1050 Brussels

02 536 03 10

plenoir@stgilles.brussels

Visits to dwellings following complaints from tenants or landlords. Drafting of reports and, if necessary, declarations of inhabitability. Advice on the technical, legal and social aspects of housing files. Referral to competent services and institutions.

Opening hours: Monday to Friday from 8 am to 12 pm. Tuesdays from 3 pm to 6 pm.

- **Urban Planning Department of the Municipality of Saint-Gilles**

www.stgilles.brussels

Place Van Meenen, 39

1060 Brussels

02 536 02 15

urbanisme.1060@stgilles.brussels

The service serves the public for the submission of planning permission applications, for information on the various regional and municipal incentives (renovation, façade decoration, acquisition, etc.) and the urban planning situations of buildings.

Hours: Monday, Wednesday, Thursday and Friday from 8 am to 11 am; Tuesday from 3 pm to 6 pm (and from 6 pm to 8 pm for public surveys by appointment only).

- **ULSG ASBL - Union of Saint-Gilles Tenants**

www.ulsaintgilles.canalblog.com

Rue Berckmans, 131

1060 Brussels

02 538 70 34

ulsaintgilles@yahoo.fr

Opening hours: social and legal service; Wednesday from 2 pm to 4 pm and Friday from 11 am to 1 pm. Rehousing allocation service: Wednesday from 2 pm to 4 pm. Accommodation seeking and info on social housing service: Tuesday from 2 to 4 pm and Thursday from 10 to 12 am.

Legal aid

- **Social Rights Workshop**

www.atelierdroitssociaux.be

Rue de la Porte Rouge, 4

1000 Brussels

02 512 02 90

secretariat@atelierdroitssociaux.be

aidesociale@atelierdroitssociaux.be

droitdubail@atelierdroitssociaux.be

emploi@atelierdroitssociaux.be

The Social Rights Workshop provides associations and the public with pedagogical tools and general documentation on social rights with a view to:

- Promotion of social rights;
- Combating mechanisms of social exclusion;
- Democratisation of the legal culture.

Legal service: social assistance, employment and social security, leases (private housing). Opening hours: social assistance: Tuesday from 9 am to 12 pm and from 1 pm to 4 pm, Wednesday from 9 am to 12 pm. Employment/social security: Tuesday from 9 am to 12 pm and from 1 pm to 4 pm, Wednesday from 9 am to 12 pm.

- **Legal Aid Office**

Rue de la Régence, 63
1000 Brussels
02 519 85 59
02 511 54 83 (Tele-Bar)

Front-line legal advice: practical information, legal information, first opinion, referral to a lawyer, court or organisation.

Opening hours: Monday to Friday from 8:30 am to 10 am; Monday, Tuesday and Thursday from 1:30 pm to 3 pm (closed in the afternoon in July and August); Tele-Bar: Monday to Friday from 2 pm to 5 pm.

- **CAFA ASBL - Support and Training Centre for Adults**

www.cafa.be
Rue du Fort, 25
1060 Brussels
02 600 57 30

This service is at your disposal to answer your questions about the lease of your principal residence and to help you if necessary in the drafting of letters. The CAFA is comprised of different services which can help you: Housing, Energy, Debt.

Opening hours: the CAFA reception is open from Monday to Thursday from 8:30 am to 4:30 pm and Friday from 8:30 am to 12:30 pm.

- **Habiter Bruxelles ASBL - Social Service of the Brussels FGTB**

www.fgtbbruxelles.be/habiterbruxelles/
Rue de Suède, 45
1060 Brussels
02 552 03 38
habiterbruxelles@fgtb.be

Information on rights and obligations, information on rental assistance, tenant/landlord mediation, assistance with administrative procedures.

- **Municipal service - Local justice**

www.stgilles.brussels
Place Marcel Broodthaers, 7-8
1060 Brussels
02 542 62 40
secretariat.juridique@stgilles.brussels

This service informs and accompanies the population in its legal procedures, free of charge.

Legal service (without appointment and free of charge): Monday from 2 pm to 4 pm, Wednesday and Thursday from 9 am to 11 am. Pro bono lawyers' service: Tuesday from 1:30 to 3:30 pm.

• **ULSG ASBL - Union of Saint-Gilles**

Tenants

www.ulsaintgilles.canalblog.com

Rue Berckmans, 131

1060 Brussels

02 538 70 34

ulsaintgilles@yahoo.fr

Opening hours: social and legal service; Wednesday from 2 pm to 4 pm and Friday from 11 am to 1 pm. Rehousing allocation service: Wednesday from 2 pm to 4 pm. Accommodation seeking and info on social housing service: Tuesday from 2 to 4 pm and Thursday from 10 to 12 am.

13

1060

General and material aid



• **Aiguillages ASBL**

www.aiguillages.brussels

Rue Gustave Defnet, 45

1060 Brussels

02 534 10 47

aiguillages.asbl@gmail.com

- Administrative support (assistance and guidance concerning mutual insurance companies, pensions, courts, etc.);

- Fiscal guidance (debt);

- Assistance in writing various letters.

Opening hours: Tuesday from 09:30 to 12 pm and from 2 pm to 4 pm, Thursday from 1:30 pm to 5:30 pm.

• **Salvation Army**

www.armedusalut.be

Boulevard d'Ypres, 30

1000 Brussels

02 223 10 44

aideauxfamilles@armedusalut.be

Distribution of food parcels, furniture, second-hand clothes, etc.

Opening hours: Monday, Tuesday, and Thursday from 9 am to 11:30 am and 1 pm to 2:30 pm.

• **Compagnons Dépanneurs ASBL**

www.compagnonsdepanneurs.be

Rue de la glacière, 37

1060 Brussels

02 537 51 30

bruxelles@compagnonsdepanneurs.be

secretariat@compagnonsdepanneurs.be

Dwelling furnishing service for people with low resources:

- Painting and wallpapering work, as well as surface preparation, finishing, etc.;

- Small repairs in plumbing and electricity, various renovation works: repairs of convectors, water heaters, laying of guard rails, assembly of wardrobes, repair of doorbells, etc.;

- Small moves: possibility of renting a van with driver for one or two journeys with the help of the person being assisted and their family and friends;

- Sale at reduced prices of basic necessities such as beds, tables, chairs, small cupboards, household appliances, crockery, blankets, etc.

Opening hours: Monday to Friday from 09:30 am to 12 pm.

• **C.P.A.S. de Saint-Gilles - Public Centre for Social Action**

www.cpas1060.be

Rue Fernand Bernier, 40

1060 Brussels

02 600 54 11

Onthaal: 02 600 54 68-55-40

cpas@cpasstgilles.irisnet.be

• **Street Educators**

www.stgilles.brussels

Rue Hôtel des Monnaies, 70

1060 Brussels

02 539 23 91 - 0498 58 88 33

educateurs.1060@stgilles.brussels

The Street Educators listen to any person experiencing social difficulties, inform them, guide them and accompany them in their procedures if necessary: social assistance, administrative assistance, employment, housing, etc.

Opening hours: Monday, Wednesday and Friday from 10 am to 1 pm or by appointment.

● **Saint-Gilles mutual assistance**

www.brabantia.brussels

Rue de l'Église, 59

1060 Brussels

02 541 81 10

k.lawson@brabantia.brussels

b.saidi@brabantia.brussels

Reception-café and social services, administrative assistance, mediation with certain authorities, referral to specialised services, individual interviews, social and legal information, provision of clothing and linen, help in finding accommodation, French as a foreign language (FLE) courses, internet access, group activities.

Opening hours: Monday to Friday from 8 am to 4 pm. Service available every day from 8:30 am to 11 pm.

● **EPI St.Gilles**

Rue de Bosnie, 40

1060 Brussels

0486 82 26 09

epi.info@cpasstgilles.irisnet.be

Sale of basic foodstuffs, cleaning and hygiene products at reduced prices. Support for the control of consumption.

● **Les Petits Riens ASBL**

www.lespetitsriens.be

Rue Américaine, 101

1050 Brussels

02 537 30 26

Second-hand shop: Monday to Saturday from 10:30 am to 6 pm. Furniture, household appliances, crockery, second-hand clothes.

Opening hours: Monday to Friday from 8 am to 5 pm.

● **Point d'Appui**

www.cpas1060.be

Rue de Bosnie, 40

1060 Brussels

02 435 10 42

Pointdappui@cpasstgilles.irisnet.be

A place of reception, information, orientation and social and cultural activities.

Information and referral to support services and organisations

- Individual or group information;

- Collective social and cultural activities;

- Support for the involvement of residents as citizens of their neighbourhood.

Opening hours: Monday to Friday from 9 am to 5 pm.

- **Resto du coeur ASBL**

www.restosducoeur.be

Rue de Bosnie, 22

1060 Brussels

02 538 92 76

info@restoducoeur1060.be

Monday to Friday: breakfast from 9 am to 10 am; €0.30 (free in winter). Hot meal between €1 and €3 (according to examination of needs). Free soup and sandwiches. Winter feature: soup and sandwiches from 4:30 pm to 7 pm from November to March, free of charge.

Opening hours: Monday to Friday by telephone from 8 am to 1 pm. On site from Monday to Friday from 9 am to 12 pm.

- **Municipal Social Service**

www.stgilles.brussels

Place Van Meenen, 39

1060 Brussels

02 536 02 65

affaressociales1060@stgilles.brussels

The social service is a free of charge public service for the inhabitants of Saint-Gilles. If you have any questions, if you have difficulties with administrative procedures, if you are looking for a particular service, if you find yourself in a conflict situation, if you need information on social benefits or if you simply want to talk, contact the local social service.

Opening hours: Monday, Tuesday and Thursday from 8:30 am to 12 pm.

- **SSJ - Jewish Social Service**

www.servicesocialjuif.be

Avenue Ducpétieux, 68

1060 Brussels

02 538 81 80

Individual assistance: administrative help and guidance, social information, specific comprehensive support for the elderly (home help, psychosocial support, help in choosing a nursing home), debt mediation and budget guidance, household help service.

14

1060

Managing your budget



- **Aiguillages ASBL**
www.aiguillages.brussels
Rue Gustave Defnet, 45
1060 Brussels
02 534 10 47
aiguillages.asbl@gmail.com

- Administrative support (assistance and guidance concerning mutual insurance companies, pensions, courts, etc.);
- Budget guidance (debt);
- Assistance in writing various letters.

Opening hours: Tuesday from 09:30 to 12 pm and from 2 pm to 4 pm, Thursday from 1:30 pm to 5:30 pm.

- **CFBI ASBL - Belgian Immigrant Family Centre**
www.cfbi.be
Rue Dethy, 58
1060 Brussels
02 537 28 00
info@cfbi.be

Service open to all families of all origins. Social orientation, information, administrative and legal psycho-social assistance, support, guidance. Interviews in French, Arabic and Berber.

From Monday to Friday 9 am to 12 pm, and 2 pm to 4 pm. Tuesday, Wednesday and Thursday from 9 am to 12 pm. Tuesday: from 2 pm to 4 pm by appointment.

- **Eco&CO - La maison ECO**
www.cafa.be
Rue du Fort, 33
1060 Brussels
02 533 95 90
eco&co@cpasstgilles.irisnet.be

Thematic workshops, accompaniments, activities, etc.

Opening hours: from Monday to Friday 8:30 am to 12:30 pm, and from 1 pm to 4:30 pm.

- **CAFA Debt Mediation Service**
www.cafa.be
Rue du Fort, 25
1060 Brussels
02 600 57 43
energie@cpasstgilles.irisnet.be

The CAFA supports and accompanies the people of St. Gilles in solving problems caused by over-indebtedness. Perform and assist in budget management, check the amounts claimed by creditors, negotiate settlement plans and/or send insolvency letters. If necessary, assist in the introduction of the «Collective Debt Settlement».

By appointment.

- **SSJ - Jewish Social Service**
www.servicesocialjuif.be
Avenue Ducpétiaux, 68
1060 Brussels
02 538 81 80

Individual assistance: administrative help and guidance, social information, specific comprehensive support for the elderly (home help, psychosocial support, help in choosing a nursing home), debt mediation and budget guidance, household help service.

15

1060

Where can I access a computer for **Internet access** in Saint-Gilles?



- **WEB Workshop**
www.atelierduweb.be
Rue du Fort, 37/39
1060 Brussels
02 537 02 68
info@atelierduweb.be

Opening hours: Monday from 12:30 pm to 5 pm, Tuesday to Thursday from 9 pm to 5 pm, Friday from 9 to 12 pm, Saturday from 9:30 am to 12 pm.

- **Municipal Library**
www.bibliosaintgilles.be
Rue de Rome , 24-28
1060 Brussel
02 435 12 40 (adults)
02 435 12 39 (youth)
bibliotheque.1060@stgilles.brussels

Opening hours: Tuesday from 12 to 5 pm, Wednesday from 9 am to 11 am and from 2 pm to 7 pm, Thursday and Friday from 1 pm to 6 pm (adults) and from 3 pm to 6 pm (youth), Saturday from 9 am to 1 pm.

During school holidays: Tuesday, Thursday and Friday from 2 pm to 5 pm, Wednesday from 2 pm to 5 pm (youth) and from 2 pm to 7 pm (adults), Saturday from 10 am to 1 pm.

- **Bibliotheek Sint-Gillis**
www.sint-gillis.bibliotheek.be
Rue Emile Feron, 173
1060 Brussels
02 533 98 61
bibliotheek@stgilles.brussels

Opening hours: Tuesday from 3 pm to 7 pm, Wednesday from 2 pm to 6 pm, Thursday from 3 to 7 pm, Saturday from 10 am to 1 pm.

- **Conciergerie Louise**
www.stgilles.brussels
Rue St-Bernard, 105A
1060 Brussels
0800 99 647
conciergerie.1060@stgilles.brussels

Opening hours: from Monday to Friday 09:30 am to 1 pm, and from 2 pm to 5:30 pm.

- **Saint-Gilles mutual assistance**
www.brabantia.brussels
Rue de l'Église, 59
1060 Brussels
02 537 49 91
Mobile **0478 56 75 55**
k.lawson@brabantia.brussels
b.saidi@brabantia.brussels

Opening hours: Monday to Friday from 8 am to 12 pm.

- **Digital Public Space of the C.P.A.S. of Saint-Gilles**
www.cpas1060.be
Rue Fernand Bernier, 40
1060 Brussels
02 600 55 51

- **Resto du coeur ASBL**
www.restoducoeur.be
Rue de Bosnie, 22
1060 Brussels
02 538 92 76
info@restoducoeur1060.be



St Gilles Gillis 



Responsible publisher : Myriem Amrani, President of the CPAS of Saint-Gilles
Rue Fernand Bernier, 40 - 1060 Brussels
Do not litter - June 2022 edition