

Information & Advice

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Where can I find information
and other services?

PARTICIPATING IN SOCIAL AND CULTURAL LIFE

In both Wallonia and Brussels, in addition to the individual services that they can provide you (guidance, social/medical/psychological aid, etc.), many associations organize social and cultural activities that you can participate in, depending on your areas of interest: human rights organizations, women's rights organizations, nature groups, citizens' groups, etc. They operate locally, in your neighbourhood or municipality, or, more broadly, regionally or within the Federation. They include:

- cultural and continuing education associations,
- youth movements, centers and associations,
- immigrant associations or immigrants' rights groups.

Do not hesitate to learn more about the goals and activities of these associations, via immigrant offices or regional integration centers or directly on the Internet:

- www.guidesocial.be

SUPPORT SERVICES FOR NEWLY-ARRIVED IMMIGRANTS

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

IN BRUSSELS

1000 BRUSSELS

MAISON DE LA SOLIDARITÉ

Place Sainte-Catherine 44A

Tel. : 02/279.63.80

Fax : 02/279.63.89

1030 SCHAERBEEK

ATMOSPHÈRE AMO

(Youth Aid Association)

Place de la Reine, 35

Landline/fax: 02/18.87.88

Mobile: 0484/953.288

www.atmosphere-amo.be

1050 IXELLES

CIRÉ *(Coordination and Initiatives for Refugees and Foreigners)*

Rue du Vivier, 80/82

Tel. : 02/629.77.10

www.cire.be

1070 ANDERLECHT

CONVERGENCE

Boulevard de la Révision 36-38

Tel. : 02/523.82.46

Mobile : 0473/81.61.55

www.convergence.be

1080 MOLENBEEK-SAINT-JEAN

SAMPA (*Aid for New Immigrants in Molenbeek*)

Rue Comte de Flandre 15

Tel. : 02/422.06.11

Fax : 02/422.06.27

www.molenbeek.be

1190 FOREST

CONVIVIAL

(*Movement for the Integration of Refugees*)

Rue du Charroi 33-35

Tel. : 02/503.43.46

Fax : 02/503.19.74

www.convivial.be

1210 SAINT-JOSSE

LA VOIX DES FEMMES

Rue de l'Alliance 20

Tel. : 02/218.77.87

Fax : 02/219.60.85

www.lavoixdesfemmes.org

DUTCH LANGUAGE SERVICE

BON (*Brussels Office for Foreigners*)

– Rue de l'Avenir 35

1080 Molenbeek-Saint-Jean

– Rue Ph. de Champagne 23

1000 Bruxelles

– Place Colignon 4

1030 Schaerbeek

Tel. : 02/501.66.80

www.bon.be

**IN WALLONIA – REGIONAL
INTEGRATION CENTERS**

BRABANT WALLON

CRIBW (*Regional Integration Center for Brabant Wallon*)

Rue de Mons 17/1 – 1480 Tubize

Tel. : 02/366.05.51

www.cribw.be

CHARLEROI

CRIC

(*Regional Integration Center for Charleroi*)

Rue Hanoteau 23

6060 Gilly

Tel. : 071/20.98.60

www.cricharleroi.be

LA LOUVIÈRE

CeRAIC (*Regional Intercultural Action Center of Central Belgium*)

Rue Dieudonné François 43

7100 Trivières (La Louvière)

Tel. : 064/23.86.56

www.ceraic.be

LIÈGE

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

Place Xavier Neujean 19B

4000 Liège

Tel. : 04/220.01.20

www.cripel.be

MONS

CIMB (*Mons and Le Borinage Regional Integration Center*)

Rue Grande, 56

7330 Saint-Ghislain

Tel. : 065/61.18.50

www.cimb.be



NAMUR

CAI (*Intercultural Action Center of Namur Province*)

Rue Docteur Haibe 2
5002 Saint-Servais (Namur)
Tel. : 081/73.71.76
www.cainamur.be

VERVIERS

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

Rue de Rome 17 – 4800 Verviers
Tel. : 087/35.35.20
www.crvi.be

INTERNET RESOURCES

INFORMATION FOR NEWLY-ARRIVED IMMIGRANTS

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

- www.newintown.be

USEFUL GENERAL INFORMATION

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

- www.belgopocket.be

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

- www.cfwb.be

BELGIUM AND YOUR REGION

Belgium's federal website:

- www.belgium.be

Brussels-Capital Region website:

- www.bruxelles.irisnet.be

Walloon Region website:

- www.wallonie.be

YOUR CITY AND YOUR MUNICIPALITY

Most cities and municipalities have a website. For example:

- www.bruxelles.be
- www.charleroi.be
- www.liege.be
- www.molenbeek.be

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

- **The Association of the City and the Municipalities of the Brussels-Capital Region (AVCB/VSGB):** www.avcb-vsbg.be/fr/english/
- **The Union of Cities and Municipalities:** www.uvcw.be/english.cfm

INTERNET

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

- www.epn-ressources.be

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

- www.bibliotheques.be

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

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

SPECIFIC RESOURCES

LEGAL AID

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

- www.avocat.be

You can also contact the **Legal Aid Office** (BAJ or *Bureau d'aide juridique*) for a free initial consultation. For legal proceedings or more in-depth advice, a lawyer may be appointed for you, if you meet certain income conditions. You will find the contact details for a BAJ near you at the website:

- www.avocat.be

ADDE (*Association pour le droit des étrangers* or Foreigners' Rights Association) has the mission of


promoting immigrants' rights with a view to greater social justice. It provides free legal advice by E-mail, telephone or appointment. It can also refer you to an association near you: 02/227.42.41
servicejuridique@adde.be

- www.adde.be

The **Centre pour l'égalité des chances** (Equal Opportunity Center) also has a legal aid service specializing in immigrants' rights. To find a contact point near you: free-phone number **0800/12800**,

- www.diversite.be

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

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

- www.mediation-justice.be ou
- www.avocat.be

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

- www.ombudsman.be

SOCIAL AID

The **Centres publics d'action sociale (CPAS or Public Social Action Centers)** offer aid and support if you have a physical, social, psychological or medical problem. CPAS can help

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

DISCRIMINATION

The *Centre pour l'égalité des chances et la lutte contre le racisme* (Equal Rights and Anti-Racism Center) and *the Institut pour l'égalité des femmes et des hommes* (Gender Equality Institute) offer support for victims of discrimination. To file a complaint or find a contact point near you: toll-free **0800/12800**.

- www.stop-discrimination.be

TRANSLATION & INTERPRETING

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

For more information, please contact your municipality.

If you have difficulties speaking or understanding the language of your Region, there are specialized translation and interpreting services available. The request must be made through a social structure (association, municipality, hospital, medical center, etc.). Talk about it with your contact person. This service is called SeTIS (*Services*

de traduction et d'interpréariat en milieu social - Translation and Interpreting Services in Social Contexts).

ILLEGAL MIGRANTS

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

- www.cire.be
- www.orcasite.be

DOMESTIC VIOLENCE

If you or someone you know are the victim of domestic violence, you can talk about it by calling the domestic violence hotline (free-phone number **0800 300 30**). A person will be there to listen to you, advise you and guide you.

In case of emergency, or to file a complaint, you can contact the police directly.