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OFFICE OF THE COMMISSIONER GENERAL FOR REFUGEES AND STATELESS PERSONS

Women, girls and asylum in Belgium

.be

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Women, girls and asylum in Belgium

Information for women and
girls who apply for asylum

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You are a woman or a
girl and you have applied
for asylum in Belgium

YOU ARE A WOMAN OR A GIRL AND YOU HAVE APPLIED FOR ASYLUM IN BELGIUM

The information provided for in this brochure is targeted specifically at **women and girls** who apply for asylum in Belgium.

The Office of the Commissioner General for Refugees and Stateless Persons (CGRS) is the central asylum authority in Belgium. The CGRS sees to it that every person requesting international protection from the Belgian government is well informed and prepared for his/her stay in Belgium during the examination of his/her asylum application. In collaboration with Fedasil (the federal agency responsible for the reception of asylum seekers), the CGRS has published a brochure, 'Asylum in Belgium'. It is addressed to all asylum seekers and offers detailed information about the asylum procedure and the reception of asylum seekers. It is handed out in reception centres to every resident upon arrival and can also be found on the CGRS website: www.cgrs.be.

The CGRS pays special attention to **situations and facts affecting women in particular**. In addition to the information found in the brochure 'Asylum in Belgium', we wish to call your attention to **specific issues that may be important for women or girls**. These relate to both the asylum procedure and other issues as well.

You will find information on the **equality between men and women in Belgium** and on the rights and obligations attached to this. You will also find information on **some practical matters regarding the asylum procedure**, on legal aid, and on the guardianship service.

The following specific issues are also dealt with: **health, female genital mutilation, domestic violence and human trafficking**. At the end of the brochure you will find a **list of organizations and aid centres** where you can find help if you have **questions or problems concerning one of these issues**.



Equality between men and women in Belgium

1. EQUALITY BETWEEN MEN AND WOMEN IN BELGIUM

Under the Belgian Constitution men and women **are equal** in all aspects of daily life: social, cultural, economical and political. In other words Belgian law prohibits any differential treatment between men and women based on gender alone.

Even though gender equality is not yet fully realized in all aspects of daily life, it is important to acknowledge that the Belgian legislator is obliged to take steps to eliminate any inequalities that may still exist between men and women.



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In Belgium men and women have exactly the same rights and obligations. Women are entitled to the same jobs as men and have to receive equal pay for this. Girls have the right – in Belgium this is even an obligation – to go to school until the age of 18, just like boys.

For you as a woman this means that you have the right to work, to own money and to open an own bank account, to obtain guardianship over your children, to live together with another person, to marry and divorce without having to seek prior approval of a member of your family.

In Belgium every adult asylum seeker introduces his/her own asylum application. Asylum applications by partners or husband and wife are generally joined together in one asylum file. If you do not want your asylum application to be examined together with that of your partner or husband, you should explicitly state this to the Immigration Department **at the start** of the asylum procedure.



© Wouter Van Vaereenigh

The asylum procedure

2. THE ASYLUM PROCEDURE

What is the asylum procedure?

You have applied for asylum in Belgium. The Belgian authorities will examine your application in order to decide whether you should be granted protection or not. This is called the 'asylum procedure'. There are several stages in this procedure. You have the right to stay in Belgium for the duration of the asylum procedure.

A decision to grant protection implies that you will be recognized as a refugee or that you will receive subsidiary protection.

Refugee status

The persecution you suffered or fear may be linked to your **race, religion, nationality, membership of a particular social group** or **political opinions**. If you fear persecution on account of one of these grounds, you may be recognized as a refugee.

Subsidiary protection

If your application is not based on any of the above grounds, the CGRS will examine whether you are eligible for subsidiary protection. This is the case if you face a real risk, on returning to your country, of suffering **serious harm**.

Serious harm could be:

- death penalty or execution
- torture or inhuman or degrading treatment
- existence of a serious threat to your life by reason of indiscriminate violence in a situation of international or internal armed conflict.

The Immigration Department

Office des étrangers (OE) - Dienst Vreemdelingenzaken (DVZ)

If you wish to apply for asylum in Belgium, you have to submit your application with the Immigration Department. The Immigration Department will register your asylum application and transfer your file to the CGRS.

If you have children under 18 who are with you in Belgium, they have to be present with you at the Immigration Department when you apply for asylum.

Once you have submitted your asylum application, an X-ray of your lungs will be taken to check for tuberculosis. Another X-ray may also be taken later on during your stay in a reception centre. Persons with tuberculosis will be admitted to hospital where measures will be taken to prevent the risk of infection.

If a woman is pregnant however, radiography can have serious consequences for the baby she is carrying. Therefore, if you are pregnant, inform the person taking the X-ray about your condition.

At the Immigration Department a caseworker will ask you questions about who you are, where you come from and why you left your country. If you don't speak French or Dutch an interpreter will be present. If being interviewed by a man makes you feel uncomfortable, you can indicate that you prefer to be interviewed by a woman, with the assistance of a female interpreter. The Immigration Department will take your preference into account to the extent possible.

With your help the caseworker of the Immigration Department will fill in a questionnaire. This will be sent to the CGRS. When answering the questionnaire, you can ask, for your **hearing at the CGRS**, to be **interviewed by a woman**, with the help of a female interpreter. You will be asked to (briefly) explain such request. The CGRS takes this into account to the extent possible.

The Office of the Commissioner General for Refugees and Stateless Persons (CGRS)

Commissariat général aux réfugiés et aux apatrides (CGRA)

Commissariaat-generaal voor de Vluchtelingen en de Staatlozen (CGVS)

As the **main asylum authority** in Belgium, the CGRS will investigate your asylum application in detail.

To this end the CGRS will invite you for an **hearing**. This hearing is a key moment in your asylum procedure. During the hearing you will have the opportunity to explain why you left your country. Your lawyer or a trusted person may attend the hearing. After the hearing the person who interviewed you at the CGRS (i.e. the protection officer) will investigate your application on the basis of the information you have provided during the hearing. He (or she) will check whether your application meets the Geneva Convention criteria or fulfills the conditions for subsidiary protection. The CGRS will keep all your statements confidential. When checking the documents you provide, these will also be treated with due caution and with due respect for your privacy.

If you wish to stop the asylum procedure before a decision is taken, you may withdraw your application at any time.

After your hearing and a detailed examination of your application the CGRS will take a decision about your asylum application.

If the CGRS takes a negative decision, you can still appeal this decision before the Council for alien law litigation.

The hearing at the CGRS

A personal hearing will be organized for you at the CGRS. No family member (husband or partner, brother, sister, children, ...) will be present at this hearing. During the hearing you will be given the opportunity to **explain in detail all the reasons** why you fear to return to your country.

The CGRS will provide for a favourable setting in which you can **speak freely** about everything that happened and **everything** you fear in your country and consider a threat to your personal security.

If during the hearing you have any problem with the interpreter, you can inform the protection officer of the CGRS conducting the hearing about this at any time.



Many reasons may lead a woman to flee her country. Some of these may be the same as the reasons that also make men flee their country, **but other reasons, situations, acts of persecution, may specifically concern women.**

You will be asked during the hearing at the CGRS to explain what happened to you in your country and what made you decide to leave. Do not hesitate to state all the elements you consider important, in order to provide the CGRS with a clear picture of the reasons for your fear, whatever they may be.

During the hearing at the CGRS questions of a personal or private nature may also be asked, depending on your grounds for asylum. Your answers to these questions will be treated as **strictly confidential.**

Always tell the truth, otherwise your application may be rejected. Tell your story exactly the way it happened. Do not listen to people who advise you to add, to invent or to change the facts. The credibility of your answers is crucial for the examination of your asylum application.

Present every **document** (concerning your identity, your origin, your itinerary and your reasons for requesting asylum) that may back up your statements. To the extent possible please present the original documents. You have to present all official documents in your possession. Deliberately withholding important documents or important information may have a negative impact on the assessment of your asylum application.

It is also important to answer every question. Your answers should be as **straightforward, detailed**

and complete as possible. **You must help the CGRS to understand what happened** to you and what led you to ask the Belgian authorities for protection. This may also relate to intimate facts about which the protection officer of the CGRS may ask you questions. Try to answer them, even if this is not easy for you.

You may have passed through **very difficult moments**, there may be **facts of a very personal nature** on account of which you still suffer a certain fear.

Maybe you are afraid to talk about it because if someone else were to learn about it (for instance someone from your family), there may be a **risk for your personal security**.

If this is indeed the case, **you can speak about it in absolute confidentiality to the protection officer of the CGRS** during your hearing. If on account of these facts your security could be at risk (through a member of your family for instance), **the protection officer will not mention any of these facts in documents** which may be consulted by your relatives.

The interpreter who assists you during the hearing is also under strict instructions to keep your declarations confidential.

If, during your hearing, you are not sure to have understood a question correctly, do not hesitate to say so. The question will be asked again, but using other words. It may also happen that you do not know the answer to a question: if this is the case, just say you don't know.

A **break** will take place during the hearing. If necessary you can ask for an additional break. The hearing can last several hours. If you wish you can bring something to eat or drink. If you need to take medicine at regular intervals, take your medicine with you.

In order for the hearing to progress effectively, it is preferable that no young children attend the hearing.

- If you have young children we advise you not to bring them to the CGRS on the day of your hearing.
- If your child is not yet one year old you can keep it with you during the hearing.
- If your child is older than twelve he or she will have to wait in the waiting room with other asylum seekers.

In some cases the CGRS may ask you to bring some or all of your children with you to the hearing. This will be expressly stated in the invitation you will receive for the hearing.

If you are pregnant or have just had a baby, please inform the CGRS about this so that your situation can be taken into account when fixing a date for your hearing.

You are entitled to the assistance of a **lawyer** and/or a **trusted person** during your hearing at the CGRS, as well as at the hearing before the Council for alien law litigation.

You may be invited for several hearings at the CGRS. Each time you will receive an invitation.

If you move house while your asylum procedure is still under way, you have to communicate your **new address** immediately **to the Immigration Department and the CGRS**. You can do this **in person** at the CGRS and the Immigration Department reception or **by registered post**, with the help of your lawyer or the social worker. It is therefore not sufficient to only inform the municipality where you live, the welfare centre (CPAS/OCMW) or the reception centre. You also have to inform the **two asylum authorities** (Immigration Department and CGRS).

The Council for alien law litigation

Conseil du contentieux des étrangers (CCE)

Raad voor Vreemdelingenbetwistingen (RvV)

If you receive a negative decision from the CGRS you may ask the Council for alien law litigation to check if this decision is justified or not.

- The judge of the Council for alien law litigation may 'confirm' the CGRS decision. This means that the judge is of the opinion that the CGRS made a correct decision.
- The judge can also 'reform' the decision :
 - If refugee status and subsidiary protection were denied by the CGRS, both can be reinstated by the Council for alien law litigation.
 - If subsidiary protection is granted, you can appeal to the Council for alien law litigation if you wish to obtain refugee status. The Council for alien law litigation can reform the CGRS decision and assign refugee status, allow you to retain subsidiary protection or refuse both statuses.
- If the judge of the Council for alien law litigation is of the opinion that the CGRS decision cannot be confirmed or overturned because the investigation was not carried out thoroughly enough or because substantial errors were made, he will annul the decision. The Council for alien law litigation will then send the file back to the CGRS so that the CGRS can conduct the investigation again and make a new decision.

The asylum procedure will take a formal close with the Council for alien law litigation's ruling. If the ruling is positive you will be given a residence permit. If it is negative you will have to leave Belgium.

As with every council process, there is the opportunity to submit a cassation appeal with the Council of State. However, the Council of State is not an asylum authority and a filter procedure is in force, which means that very few people receiving a negative ruling from the Council for alien law litigation are actually admitted to the cassation procedure before the Council of State. The Council of State checks, within a very short period, whether you have valid reasons for submitting an appeal. Your appeal will be accepted if this is the case.

During the cassation procedure the Council of State will only check whether the Council for alien law litigation's ruling was made in accordance with the law. The Council of State does not examine the content of your asylum application and cannot, therefore, grant refugee status or subsidiary protection.

Legal Aid

Every asylum applicant is entitled to **legal aid** and to a **place in a reception centre for asylum seekers**. For more details see the brochure 'Asylum in Belgium'.

Under Belgian law every asylum seeker, male or female, is entitled to legal aid during his/her asylum procedure. In other words you have the right to ask for a lawyer to assist you free of charge.

If you wish to be assisted by a lawyer you can make a request to this end with the Legal Aid Bureau of the judicial district of your place of residence. If you stay in a reception centre you can ask the social worker to make a request in your name. You can also contact a private lawyer but will then have to pay his fees. It is important that your legal counsel has a good command of the language of your asylum procedure (French or Dutch).

At the end of this brochure you will find the **contact details** of a certain number of **Legal Aid Bureaus**. You can also turn to a Legal Aid Bureau if you need a lawyer in other legal matters, such as a divorce, guardianship over your children, etc...



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This may concern you...

3. THIS MAY CONCERN YOU...

Health

Any health problems? Questions about your well-being, your emotional life, your sex life? Questions about pregnancy or contraceptives? There are several centres where you can get an answer to your questions and other forms of help.

If you do not speak French or Dutch you should ask someone whom you trust to help you to call one of these centres.

- Family planning centres: here you can find help and information on any question about relationship problems, your emotional life, your sex life. Also on questions concerning your body, pregnancy, health problems affecting women, ... On top of medical help these centres also provide social and psychological help and can give you some information on legal matters. At the end of the brochure you will find phone numbers of family planning centres near your place of residence.
- Sensoa is a Flemish organization which gives expert information and assistance on reproductive health and HIV-AIDS. You will find at the end of the brochure the addresses and phone numbers of all the Sensoa centres.

There are other places where you can get medical assistance as an asylum seeker. Their addresses and phone numbers can also be found at the end of the brochure.

Mental health

"I'm feeling down... So many problems, and no one to help me... I need someone to talk to ..."



In Belgium there are several possibilities to find help, support, an attentive ear for certain problems you may have. Help can be obtained by phone or through a direct contact with a qualified professional.

To speak freely, to meet someone who listens to you, who doesn't judge you...

If you have such problems talk about this with the social worker at your reception centre. He/she will give you information on these possibilities. You can also call one of the phone numbers (helplines) listed under Mental Health at the end of the brochure.

Some useful phone numbers and addresses are also included at the end of the brochure in case you are not residing in a reception centre.

Female genital mutilation (FGM)

Some forms of persecution only concern young girls and women. This is for instance the case with female genital mutilation, sometimes called "**female circumcision**".

The World Health Organization defines FGM as "*all procedures which involve the partial or total removal of the external female genitalia or other injury to the female genital organs, whether for cultural or any other non therapeutic reason*".

In **Belgium any form of female genital mutilation is prohibited**. Under Belgian law any person practicing, facilitating or inciting an act of FGM may be **sent to prison**.



A woman may apply for asylum on this ground to protect herself and/or her daughter(s).

If a young girl and her parents are recognized as refugees because of a fear of FGM the CGRS follows up on the situation after granting refugee status, so as to ensure that the girl concerned is **actually** protected. If a girl has been subjected to FGM after having been recognized as a refugee the CGRS will inform the judiciary and will reconsider the asylum file.

If parents are put under pressure by relatives to accept FGM for their daughter, or if young girls or women run a risk of FGM themselves, they can find help with several specialized organizations.

The addresses, phone numbers and websites of these organizations can be found at the end of the brochure.

It is also possible to contact your lawyer or the police in order to explain the problem and ask for help.

To call the Police, dial 101 (free phone number)

Domestic violence

If you are a victim of physical, sexual or mental violence in your own family (by your husband, partner or any other relative) you should know that **such violence is punishable under Belgian law**. You are not to blame for it and there are ways to escape from it. It is important that you talk about it.

If need be you can contact several **specialized organizations** who will listen to you and offer you help (cf. list of useful contacts). You can also contact your lawyer or the **Police** at the following number: **101** (free phone number).

There is also a hotline for victims of violence between partners (0800 30 030, free of charge).

If you have been or still are a victim of **domestic violence or sexual abuse** you can contact one of the specialized centres listed at the end of the brochure.

If you don't speak French or Dutch ask someone you trust to help you when calling one of these centres.

Belgium condemns any form of violence within the family.

Under Belgian law violence between partners is considered a **criminal offence**.

In case you want to lodge a complaint with the police **you may ask to be heard by a female police officer.**

Some police stations have civilian staff specially trained to receive victims of sexual abuse and of domestic or partner violence.

Human Trafficking

Women may be victims of human trafficking. Victims of human trafficking (both asylum seekers and non-asylum seekers) are entitled to specific guidance.

A victim of human trafficking is someone who has been exploited (because someone has abused his or her weakness or difficult situation). This may involve sexual abuse (prostitution, child pornography) or the abuse of workers (e.g. in the building sector, the hospitality industry or household personnel).

Belgian law forbids human trafficking. The government actively combats human traffickers and their networks, and provides help to victims thereof. As a victim, you can receive individual support in a specialized reception location. These centres are not part of the traditional reception structures. Your safety as a victim is guaranteed as your residential address remains confidential.

If you have information about human trafficking it is important that you explain this during your asylum application. Do not hesitate to mention this during your hearing with one of the asylum authorities.

Are you a victim of human trafficking? Do you know a victim or want to help someone? Speak to your social worker or contact one of the specialized centres whose address is listed at the end of the brochure.



If you are under 18

4. IF YOU ARE UNDER 18

Unaccompanied foreign minors

If you are younger than 18 and you stay in Belgium without your parents or another adult acting as your legal guardian, and if you come from a country outside the European Union, you are considered an unaccompanied foreign minor.

In Belgium a **guardian** is appointed to every unaccompanied foreign minor. The guardian is an adult who assists the minor in Belgium and helps him/her in administrative matters.

If you are an unaccompanied foreign minor your name will be sent to the **Guardianship Service**, who deals with all unaccompanied foreign minors in Belgium.

The Guardianship Service may be called at any time at the following number : 078 15 43 24.

As an unaccompanied foreign minor you will be interviewed at the CGRS by a protection officer who has received special training for **interviewing minors**.

The guardian appointed to assist you can also find you a lawyer to advise you during the asylum procedure.

After the asylum procedure

5. AFTER THE ASYLUM PROCEDURE

At the end of the asylum procedure (decision by the CGRS and, possibly, appeal before the Council for alien law litigation) you will either be recognized as a refugee, you will be granted subsidiary protection or you will receive a negative decision.

If you receive a negative decision

You can at any time during or after the asylum procedure choose to return to your country of origin on a voluntary basis. The International Organization for Migration (IOM) can help you prepare your voluntary return.

If you are pregnant or if you have been victim of a **human trafficking network**, you can ask the IOM for a medical escort to your final destination.

If you stay in Belgium after your asylum application has been definitively rejected, you may be arrested by the police and detained in a closed centre (where you will be deprived of your freedom). In this case the Belgian authorities (Immigration Department) may forcibly send you back to your country of origin.

If you are recognized as a refugee

For more information on your rights and obligations as a recognized refugee see the brochure 'You are recognized as a refugee in Belgium: your rights and obligations', published by the CGRS and handed out

to every recognized refugee. This brochure can also be found on the CGRS website: www.cgrs.be.

If you are granted subsidiary protection

For more information see the brochure 'Subsidiary protection: your rights and obligations'. This brochure can also be found on the CGRS website: www.cgrs.be.

List of useful contacts

The asylum procedure

Office of the Commissioner General for Refugees and Stateless Persons (CGRS):
Commissariat général aux réfugiés et aux apatrides (CGRA) /
Commissariaat-generaal voor de Vluchtelingen en de Staatlozen (CGVS)
Rue Ernest Blerot, 39
1070 BRUSSELS
T +32 2 205 51 11
F +32 2 205 50 01
cgrs.info@ibz.fgov.be
www.cgrs.be

Immigration Department
Office des Étrangers (OE) /
Dienst Vreemdelingenzaken (DVZ)
Boulevard Pacheco, 44
1000 BRUSSELS
+32 2 793 95 00
Infodesk
T +32 2 793 80 00
F +32 2 274 66 91
infodesk@dofi.fgov.be
www.dofi.fgov.be
www.ibz.fgov.be

Council for alien law litigation
Conseil du Contentieux des Étrangers (CCE)/
Raad voor Vreemdelingenbetwistingen (RvV)
Laurentide
Rue Gaucheret, 92-94
1030 BRUSSELS
T +32 2 791 60 00
F +32 2 791 62 26
info.rvv-cce@ibz.fgov.be
www.rvv-cce.be

Council of State
Conseil d'État (CE)/
Raad van State (RvS)
Rue de la Science, 33
1040 BRUSSELS
T +32 2 234 96 11
info@raadvst-consetat.be
www.raadvst-consetat.be

Reception and accommodation of asylum seekers

Federal agency for the reception of asylum seekers (Fedasil)

Headoffice

Rue des Chartreux, 21

1000 BRUSSELS

T +32 2 213 44 11

F +32 2 213 44 22

info@fedasil.be

www.fedasil.be

Red Cross:

Rode Kruis Vlaanderen

Motstraat 40

2800 MECHELEN

T +32 15 44 35 40

F +32 15 44 33 06

opvangasielzoekers@rodekruis.be

www.rodekruis.be

Croix-Rouge francophone

Département Accueil des demandeurs d'asile (ADA)

Rue de Durbuy,140

6990 MELREUX

T +32 84 36 00 82

F +32 84 36 00 88

info-ada@redcross-fr.be

www.croix-rouge.be

Caritas

Rue de la Charité, 43

1210 BRUSSELS

T +32 2 229 36 11

F +32 2 229 36 25

info@caritas-int.be

www.caritas-int.be

Legal Aid Bureaus

(selection of legal aid bureaus in several cities)

Brussels (French)

Rue de la Régence, 63 – 1st Floor
1000 BRUSSELS
T +32 2 519 85 59 - 32 2 508 66 57
F +32 2 514 16 53

From 1 September to 30 June:
Open Monday to Friday from 8.30 to
10.00 am and from 1.30 to 3.00 pm

From 1 July to 31 August:
Open only from 8.30 to 10.00 am
Closed : Wednesday and Friday afternoon

Brussels (Dutch)

Regentschapstraat 63 - 1st Floor
1000 BRUSSELS
T + 32 2 519 84 68

Open Monday tot Friday from 9.00 to
11.00 am

From 1 July to 30 August:
Open every Monday, Wednesday and
Friday from 9.00 to 11.00 am

Legal Aid Bureaus (sequel)

(selection of legal aid bureaus in several cities)

Charleroi

Palais de Justice
Bd Defontaine, 8
6000 CHARLEROI
T +32 71 33 40 86
Open Monday to Friday from 10.00 to 12.00 am
Closed: Wednesday

Eupen

Aachener Strasse, 62
4700 EUPEN
T +32 87 59 46 00
Open every 2nd and 4th Friday of the month at 5.30 pm

Liège

Rue du Palais, 66
4000 LIEGE
T + 32 4 222 10 12
Open Monday to Friday from 10.00 to 12.00 am and from 2.00 to 4.00 pm

Namur

Palais de Justice
Place du Palais de Justice
5000 NAMUR
T + 32 81 25 17 25
Open: Monday, Tuesday, Thursday and Friday at 11.00 am

Tournai

Palace of Justice
Place du Palais de Justice
7500 TOURNAI
T +32 69 87 54 11
Open on Monday at 9.30 am

Verviers

Palace of Justice
Rue du Tribunal, 4
4800 VERVIERS
T + 32 87 32 37 93
Open : Tuesday at 11.00 am and Friday at 5.00 pm

Antwerp

Bolivarplaats 20 bus 15
2000 ANTWERP
T + 32 3 260 72 80
Open on weekdays from 2.30 to 4.00 pm

Bruges

Justitiehuis
Predikherenei
8000 BRUGES
T + 32 50 44 24 10
Open: Monday, Wednesday and Friday from 10.00 to 12.00 am and on Tuesday and Thursday from 4.00 to 6.00 pm
Accessible by phone on Tuesday and Thursday from 4.00 to 6.00 pm

Sint-Niklaas

OCMW

Lodewijk De Meesterstraat, 3

9100 SINT-NIKLAAS

T + 32 3 778 60 00

Only after prior appointment by phone

Ghent

Justitiehuis

Cataloniëstraat, 6-9

9000 GHENT

T +32 9 269 62 20

Open on weekdays from 9.00 to 12.00 am
and from 2.00 to 5.00 pm

Friday until 4.00 pm

Hasselt

Justitiehuis

Maagdendries, 3

3500 HASSELT

T +32 11 29 50 40

Open: Tuesday and Friday from 11.30
am to 1.00 pm and on Wednesday and
Thursday from 4.30 to 6.00 pm**Leuven**

Justitiehuis

Bondgenotenlaan, 116

3000 LEUVEN

T +32 16 30 14 50

After prior appointment by phone:

Thursday from 4.30 to 6.30 pm

Wednesday from 2.30 to 4.00 pm

Thursday from 9.00 to 11.00 am

Mechelen

Justitiehuis

Schoolstraat, 9

2800 MECHELEN

T +32 15 43 36 11

Open: Monday, Tuesday, Wednesday and
Friday from 1.00 to 2.45 pm
and Thursday from 4.00 to 6.45 pm

For other addresses in Flanders or Wallonia see the following websites: www.avocat.be (French)
or www.advocaat.be (Dutch).

Health

Federation of Family Planning Centres

Fédération des Centres Pluralistes de Planning Familial

Avenue Emile de Beco, 109
1050 BRUSSELS
T +32 2 514 61 03
F +32 2 513 57 33

www.fcppf.be
www.loveattitude.be

Fédération laïque de Centres de Plan- ning Familial

Rue de la Tulipe, 34
1050 BRUSSELS
T +32 2 502 82 03
F +32 2 503 30 93

www.planningfamilial.net

Fédération des Centres de Planning familial des Femmes Prévoyantes Socialistes asbl

Place Saint-Jean, 1 / 2
1000 BRUSSELS
T +32 2 515 04 89
F +32 2 511 49 96

www.planningsfps.be

Sensoa

Head office : Antwerp

Kipdorpevest, 48a
2000 ANTWERP
T +32 3 238 68 68
F +32 3 248 42 90

(open on weekdays from 9.00 to 12.30 am
and from 1.30 to 5.00 pm)

info@sensoa.be
www.sensoa.be

Sensoa Ghent: open Monday to Friday
between 9.00 and 12.30 am and between
1.30 and 5.00 pm
Meersstraat, 138d
9000 GHENT
T +32 9 221 07 22
F +32 9 220 84 06

Sensoa Brussels: after prior appointment

Rue Duquesnoy 45
1000 BRUSSELS
T +32 2 219 33 51
F +32 70 42 44 34

Other places where migrants can
obtain qualified medical help:

Medimmigrant

(organization offering individual support to
undocumented migrants needing medical help)

Rue Gaucheret, 164

1030 BRUSSELS

T +32 2 274 14 33/34

F +32 2 274 14 48

info@medimmigrant.be

www.medimmigrant.be

Permanence / consultation :

By phone on Monday from 10.00 am to 1.00 pm

Open on Tuesday from 2.00 to 6.00 pm and on

Friday from 10.00 am to 1.00 pm

Mental health

Hotline :

Télé-accueil/Tele-onthaal

Two free phone numbers which can be called 24 hours a day, every day of the year if you need to talk to someone:

- for Dutch: dial 106

- for French: dial 107

For a hotline in English dial 02 648 40 14

Reminder: If you don't speak French or Dutch ask someone whom you trust to help you with your phone call.

For specialized help for victims of rape
(psychological support, legal assistance)

SOS Viol

Anonymous phone assistance, in French:

+32 2 234 36 36

From Monday to Thursday from 9.30 am to 5.00 pm end on Friday from 1.30 to 5.00 pm

www.sosviol.be

Slachtofferhulp

(for people living in the Brussels Region)

Groot Eiland, 84

1000 BRUSSELS

T +32 2 514 40 25

Other problems affecting women

Female Genital Mutilation (« Female circumcision »)

Gams Belgique asbl (information, prevention, awareness, ...)

Rue Traversière, 125

1210 BRUSSELS

T +32 2 219 43 40

info@gams.be

www.gams.be

Intact asbl (help and information on legal aspects)

Rue Defacqz, 1

1000 BRUSSELS

T +32 2 539 02 04

contact@intact-association.org

www.intact-association.org

Police

Call number of the **Belgian Police**: 101

Family violence

Centre de Prévention des Violences Conjugales et Familiales

Open:

Monday to Friday from 9.00 am to 7.00 pm,

Saturday and Sunday from 10.00 am to 5.00 pm

To make an appointment:

dial +32 2 539 27 44

Monday to Friday from 9.00 am to 5.00 pm

F +32 2 534 49 46

info@cpvcf.org

violences.familiales@misc.irisnet.be

Centrum voor Algemeen Welzijnswerk (CAW), in Flanders and Brussels.

In some of these centres specific aid for migrants can be obtained.

For information dial 078 150 300

Human trafficking

Pagasa

Cellebroersstraat, 16
Rue des Alexiens
1000 BRUSSELS
T +32 2 511 64 64
F +32 2 511 58 68
info@pag-asa.be

Payoke

Leguit 4
2000 ANTWERP
T +32 3 201 16 90
F + 32 3 233 23 24
admin@payoke.be

Süriya

Rue Rouveroy, 2
4000 LIEGE
T +32 4 232 40 30
F +32 4 232 40 39
info@asblsurya.be

Miscellaneous

Information, aid, legal advice

Belgian Committee for Refugee Aid Comité Belge d'Aide aux Réfugiés (CBAR)

Rue Defacqz 1, box 10
1000 BRUSSELS
T +32 2 537 82 20
T +32 2 541 01 90 (family reunification)
F +32 2 537 89 82
info@cbar-bchv.be
Legal advice by phone:
Monday to Friday from 1.30 to 5.00 pm

Office of the United Nations High Commissioner for Refugees (UNHCR)

Regional representation for Western Europe
Rue Van Eyck, 11b
1050 BRUSSELS
T +32 2 627 59 99
F +32 2 627 59 28
BELBR@unhcr.org

Supporting point International Private Law

Point d'appui Droit International Privé
T + 32 2 205 00 55 (key 1)
Only by phone
Monday from 9.00 to 12.30 am
Wednesday from 1.30 to 5.00 pm
and Friday from 9.00 to 12.30 am

Information and advice, reception
and guidance (for residents of one of
the 19 municipalities in Brussels)

**Social Service Groot Eiland
Deelwerking Archipel CAW**

Rue de la Grande Ile, 84
1000 BRUSSELS
T +32 2 502 66 00

By phone :

Monday to Friday from 9.00 am to 5.00 pm

**Social Service Welkom
Deelwerking CAW Archipel**

Rue Mommaert, 22
1080 BRUSSELS
T +32 2 414 24 23

Monday, Wednesday and Thursday from
9.00 to 11.30 am
and from 1.30 to 5.30 pm
Tuesday and Friday from 9.00 to 11.30 am

Assistance in returning

**International Organization for
Migration (IOM)**

Rue Montoyer, 40
1000 BRUSSELS
T +32 2 287 70 00
F +32 2 287 70 06

mrfbrussels@iom.int
www.belgium.iom.int

Social help and assistance

Centre social Protestant

Rue Cans, 12
1050 BRUSSELS
csp.psc@skynet.be
www.csp-psc.be

Solidarité Socialiste – Social Service

Rue de Parme, 26
1060 SAINT-GILLES (BRUSSELS)
T +32 2 533 39 84
F +32 2 534 62 26
Contact : Monday to Friday from 9.00 am
to 4.30 pm
www.seso.be

Aide aux personnes déplacées

Rue du Marché, 33
4500 HUY
T +32 85 21 34 81
aidepersdepl.huy@skynet.be



Office of the Commissioner General for Refugees and Stateless Persons

Rue Ernest Blerot, 39
1070 BRUSSELS
T 02 205 51 11
F 02 205 50 01
cgrs.info@ibz.fgov.be
www.cgrs.be