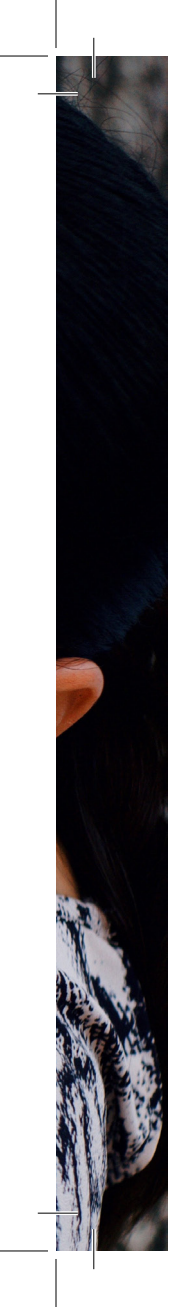




Do you live in a one-parent family?

Information brochure for one-parent families





Message from the Mayor and the Alderwoman tasked with Equal Opportunities

Do you live in a one-parent family? Are you solely responsible for the accommodation and education of one or more children on a permanent, principal, equal or occasional basis?

If so, then this brochure is for you!

The number of one-parent families has been on the rise constantly since the 1960s. Currently, in Brussels, one family in every three is a one-parent family – and this is a trend that will certainly continue to increase in the future.

Is a one-parent family a family like any other? Yes, because it has to deal with the same difficulties. But a sole parent is all the more vulnerable because he/she has to cope with the day-to-day responsibilities for his/her children's education alone. What's more he/she also has to cover all of the family expenses that would normally be shared between the two main partners in the household. A sole parent also has to find a balance between his/her family, working and social life, etc. All of which can sometimes represent a heavy load for one person to carry – and is an enormous challenge for society. So is it any wonder that, from time to time, he/she feels overwhelmed and isolated faced with the obstacles and sheer scale of the task?

The wellbeing of families is at the heart of the priorities set by the local authorities in Molenbeek Saint-Jean. Our aim is to offer families solutions that are geared to their needs.

The aim of this brochure is to inform and help sole parents to have a clearer idea of the various forms of assistance that are in place for them: financial, psychosocial and legal assistance, as well as help with housing and employment, healthcare amenities and various types of activities for grown-ups and the little ones alike.

We trust this brochure will act as your tool for finding information of use and value for your everyday life. We hope you enjoy reading it!

September 2024

Publisher: College of Mayor and Aldermen, Rue Comte de Flandre, 20, 1080 Brussels.

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Financial assistance

I. Financial assistance

1. A living wage

“Everyone is entitled to social aid. The aim of social aid is to enable everyone to lead a life consistent with human dignity. Public Social Action Centres (PSAC) have been created whose aim is to provide that aid.”¹

The assistance provided by the PSAC in each borough may be financial, material, psychosocial or medical.

Having a living wage (LW) is part of that assistance and is intended for individuals who do not have enough income and who meet the statutory conditions for receiving aid.

To be able to receive a living wage, you are required to meet six conditions, set by law:

Nationality

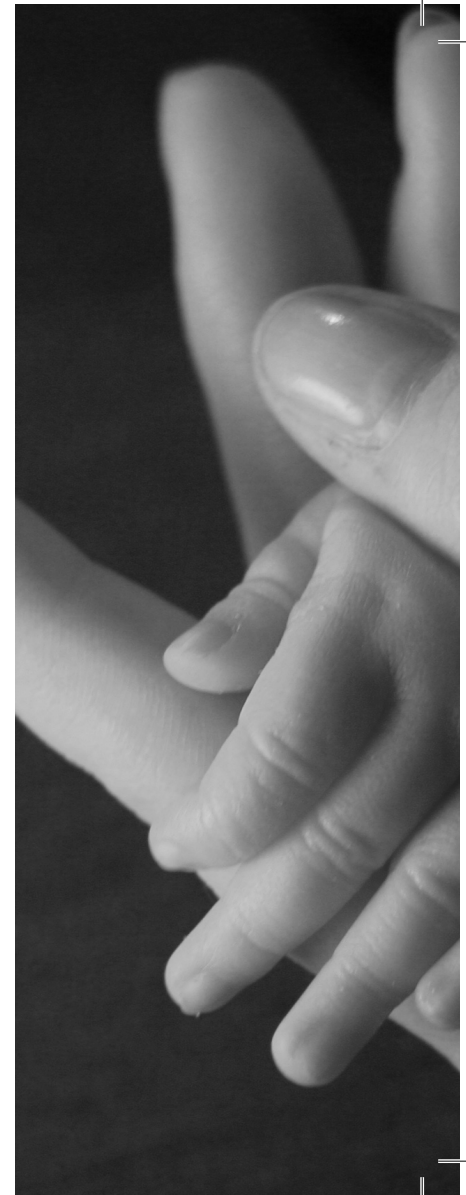
You must be a Belgian national, or be:

- a citizen of the European Union, or a member of a citizen’s family, and have the right of residence in Belgium, valid for more than three months;
- a foreign person entered in the population register;
- a recognised refugee;
- stateless.

Residence

You must live in Belgium and be here legally.

1 The organic Public Social Action Centres Act



More information:
PSAC MOLENBEEK-SAINT-JEAN

Rue Alphonse
Vandenpeereboom, 14
1080 Molenbeek-Saint-Jean
Tel: 0800 35 239 or 02 412 47 70
contact@cpas1080.brussels
<http://www.cpas-molenbeek.be/>

Age

You must be an adult, i.e. be aged 18 or over, or be an unmarried minor with responsibility for one or more children, or be a pregnant minor.

Resources

You must be without sufficient resources and be unable to obtain them on your own.

Willingness to work

The PSAC will ask you to demonstrate that you are willing to work, except if reasons of health or specific reasons associated with your situation prevent you from doing so.

Exhaustion of other social rights

The PSAC will only intervene as a last resort if you have no other possible source of income. However, the PSAC can always help you to assert your rights to the benefits to which you may be entitled.

2. Family allowances

For your family allowances, contact Famiris, the family allowance fund for all residents of Brussels. Your child must have Belgian nationality or be authorised to live in Belgium.

In principle, it is the mother who receives child benefit. Even if the parents of a minor child no longer live together, the mother continues to receive child benefit. If the child is officially living with his or her father, the father can apply to receive child benefit himself.

When the child reaches the age of majority, the payment does not change if the parents indicate that the child is living with each of them in equal shares. Otherwise, the parent with whom the child lives receives child benefit.

If a divorce is officially recorded in the national register, the family allowance fund is automatically informed of the change in marital status. Does the divorce decree provide for specific agreements on family allowances? If so, contact your family allowance fund.

As a single parent, you might be entitled to a supplement to child benefit based on your income. You can request this supplement from your family allowance fund.

A child living in Brussels is entitled to family allowance until 31 August of the year in which he or she turns 18. A child who has reached the age of majority can still receive child benefit until he or she is 25, provided he or she is studying or registered as a jobseeker.

More information:

FAMIRIS

Rue de Trèves, 70 box 1
1000 Brussels

Tel: 0800 35 950 (free)

<https://famiris.brussels>





More information:

Tel: 02 572 57 57

E-mail: secal.intake@minfin.fed.be

3. SECAL: maintenance payment claims service

If your maintenance payment is not paid you can, as a maintenance creditor (i.e. the person to whom the maintenance payment is to be made), lodge an application with SECAL.

SECAL will act on your behalf to:

- claim your monthly maintenance payment (and any arrears) from the maintenance debtor (i.e. the person required to make the maintenance payment),
- pay you, where applicable, an advance on your monthly maintenance payment.

It is important to know that SECAL does not intervene automatically: for that to happen, you will need to lodge an application and fulfil certain conditions. SECAL can gather all information about the maintenance debtor's financial situation. In addition to the intervention of SECAL, the maintenance debtor can also be prosecuted through the courts for non-payment of maintenance.

4. Tax on maintenance payments

The maintenance payment received for a child need never be added to the taxable income of the parent to whom the payment is made. In fact, the payment constitutes an income specific only to the person for whom it is legally due.

This means that maintenance payments should not be indicated in the tax return of the parent who is owed the payments. However, the payments must be reported in a return in the name of the child benefiting from the payment, regardless of his/her age. If the parent does not receive a tax return in the name of the child and the annual amount of the payment exceeds the minimum taxable threshold, he/she must request one from the tax office or complete the relevant return via Tax-on-web for children aged 12 and over.

If the parent is taxed separately and has one or more dependent children, he/she is entitled to an increase in his/her tax-free allowance of €1,850 (tax year 2024, income 2023).

More information:

FPS FINANCE

Tel: 02 572 57 57

[https://finances.belgium.be/
fr/particuliers](https://finances.belgium.be/fr/particuliers)



Psychological,
social or legal
assistance

II. Psychological, social or legal assistance

1. Food aid

Social restaurants

Social restaurants enable people (retirees, people dependent on their healthcare fund, jobseekers, long-term recipients of social benefits, asylum-seekers, etc.) to eat healthily at prices geared to their income.

La Porte Verte-Snijboontje

La Porte Verte-Snijboontje is also a place where people living alone can share an enjoyable time by joining in organised activities, as well as find someone to talk to thanks to the presence on-site of a social worker (FR/NL).

La Porte Verte-Snijboontje

Rue de Menin, 55
1080 Molenbeek-Saint-Jean
Tel: 02 410 85 27
E-mail: info@porteverte.be

Opening hours:
Monday to Friday, 12.00 noon
to 1.30 pm

Les Uns et les Autres

Rue du Comte de Flandre, 13
1080 Molenbeek-Saint-Jean
Tel: 02 410 09 60
E-mail: lesunsetlesautres@mloc1080.be
www.lesunsetlesautres.be

Opening hours:
Monday to Friday, 11.45 am
to 2.00 pm
Closed the first Monday of
each month

Bel Mundo

Quai du Hainaut, 41/4
1080 Molenbeek-Saint-Jean
Tel: 02 669 08 45
E-mail: belmundo@ateliergrooteiland.be
<http://www.ateliergrooteiland.be>

Opening hours:
Monday to Friday: 12.00 noon
to 2.30 pm
Thursday and Friday: 6.00 pm
to 9.00 pm

De Randstad

Rue du Jardinier, 45
1080 Molenbeek-Saint-Jean
Tel: 02 414 08 52
E-mail: dcrandstad@skynet.be
Monday to Friday, 11.30 am
to 2.00 pm

Het Begin

Rue des Béguines, 65
1080 Molenbeek-Saint-Jean
Tel: 02 880 51 57
E-mail: catering@dewelvaartkapoen.be
Monday to Friday, 11.30 am
to 2.00 pm



Boulevard du Jubilé, 42
1080 Molenbeek-Saint-Jean
Tel: 02 425 82 24
E-mail: amphora.1080@molenbeek.irisnet.be

Rue de Menin, 55
1080 Molenbeek-Saint-Jean
Tel: 02 410 28 15
E-mail: info@porteverte.be

More information:

Rue du Comte de Flandre, 20
1080 Molenbeek-Saint-Jean
(Salle des Pas Perdus – 1st floor)
Tel: 02 412 36 81
E-mail: affairesociales@molenbeek.irisnet.be
<http://www.molenbeek.irisnet.be>

Opening hours:
Monday to Friday, 8.00
am to 12.00 noon and by
appointment

Free, confidential service

Food parcels

Food banks provide parcels consisting of basic food. These are distributed to families and people living alone and who are in a crisis situation.

After a social and/or budget-related enquiry, the CPAS can provide access to food parcel distribution centres.

Amphora social grocery

The non-profit organisation, Amphora, is a social grocery located in Molenbeek. Amphora is a place where people in debt can come and buy food, hygiene items and cleaning products at low prices. Several times a month, Amphora organises meetings to talk about food, consumer topics, money-saving ideas and so on.

Snijboontje Bis food aid centre

A talk in advance with a social worker from the organisation is required.

2. Borough social action service

The service takes on various tasks, dont:

- Applications for benefits or recognition of the status of disabled person
- Applications to obtain parking passes for the disabled
- Stamp on the ONEM C66b «Certificate of residence» form
- List of social restaurants in Molenbeek-Saint-Jean
- List of useful information: Homecare, transport, miscellaneous
- Infant consultation lists

3. Social services

Social service provided by non-profit organisation Porte Verte - Snijboontje

The purpose of La Porte Verte – Snijboontje is to fight Poverty and Social Exclusion.

The organisation offers services for social aid and reception, as well as orientation, prevention, guidance, training and socio-educational and cultural integration.

The organisation's social service provides assistance for all types of problem: financial and material, administrative, legal and anything relating to day-to-day living.

Solidarité Savoir

This association provides on-call social services, civic life initiation modules, computing modules and support for women who bring in projects.

SAMPA – Support service for new arrivals

SAMPA provides courses for French, literacy and citizenship for new arrivals living in the borough of Molenbeek. A social aid and legal service can also be accessed, by appointment only. For parents who have arrived in Belgium, SAMPA also offers a free psychological follow-up service.

More information:

2 locations:

- Boulevard du Jubilé, 124
1080 Molenbeek-Saint-Jean
Tel: 02 421 04 85

Opening hours:

Monday to Friday: 8.30 am
to 11.30 am (staffed) and
1.00 pm to 4.00 pm (by
appointment)

cap.jubile@porteverte.be

- Rue de Menin, 55

1080 Molenbeek-Saint-Jean

Tel: 02 410 28 15

Opening hours:

Monday, Tuesday, Thursday and
Friday 8.30 am to 11.30 am and
1.00 pm to 4.00 pm (staffed)

Wednesday, 8.30 am to
11.30 am (staffed)

cap.menin@porteverte.be

www.porteverte-snijboontje.be

On-call social services, free and
open to all

More information:

Boulevard Léopold II, 184 D
1080 Molenbeek-Saint-Jean
Tel: 02 513 54 66

E-mail: info@solidarite-savoir.be
www.https://solidarite-savoir.be

Opening hours for on-call social
services:

Monday to Thursday, 9.00 am to
1.00 pm

Tuesday and Thursday, 2.00 pm to
4.00 pm

Opening hours:

Monday to Friday, 9.00 am to
5.00 pm

On-call social services, free and
open to all

Rue du Comte de Flandre, 15

1080 Molenbeek-Saint-Jean

Tel: 02 422 06 23

E-mail: sampa@move.brussels

Free, confidential service



Rue Émile Sergijsels, 23
1081 Koekelberg
Tel: 02 580 20 30
<https://accompagner.be/fr/bruxelles@accompagner.be>

Staffed for socio-legal reception and guidance service:
Monday to Thursday, 9.00 am to 1.00 pm and 1.30 pm to 4.30 pm
Friday, 9.00 am to 1.00 pm

Free service open to all

More information:
Rue du Facteur, 4
1080 Molenbeek-Saint-Jean
Tel: 02 411 45 84
E-mail: scav@molenbeek.irisnet.be

By appointment only
Monday to Friday, 9.30 am to 17.00 noon

Free, confidential service

E-mail : scav@molenbeek.irisnet.be

Les Amis d'Accompagner

“Les Amis d'Accompagner asbl” is a front-line socio-legal service that focuses specifically on providing support to people in difficulty, with the aim of helping them to resolve those difficulties.

The Association offers three services:

- the socio-legal reception and guidance service: this service welcomes people in precarious situations who come to the office (no appointment needed) and monitors them throughout the process of improving their situation.
- the on-the-spot support service: this service provides support on the spot for people receiving social assistance from other organisations or associations. These are the ones that assess the need for support and submit the request for support.
- the voluntary service.

4. Borough Victim Support Service (SCAV)

You can call on the victim support service:

- When you have been the victim of a crime.
For example: theft with or without violence, assault and battery, harassment, rape, mugging, etc.
- When you have suffered a serious misfortune.
For example: fire, flood, CO poisoning, etc.
- When you are faced with domestic violence (psychological and/or physical).

A multidisciplinary team offers you:

- personalised reception
- psychological, social and administrative support
- legal information (drawing up cases, contact with lawyers and the public prosecution service, etc.).

5. Local mediation service

Are you in dispute with your (ex-)spouse/partner, your neighbours, your landlord, with a colleague where you work, etc.?

Are you unable to reach agreement about a separation, accommodation for your children, payment of rent, noise problems, who cleans the communal areas of your building, etc.?

Mediation is a process by which the parties in dispute are brought together to find a solution that is balanced, long-lasting and amicable – and which suits each party.

Mediation is an alternative to lengthy, painful and costly legal proceedings.

Mediation takes place on a voluntary basis: the parties undertake in total freedom to find a solution to the differences that divide them.

Mediation takes place with total confidentiality.

On conclusion of the mediation process, if the parties wish, a written agreement can be drawn up by the mediator and signed by the parties.

Mediation acts as a listening space, where all requests are accommodated and, if necessary, redirected and supported to other partners.

More information:

Interviews take place by appointment, either:

- by telephone: 02 412 01 84

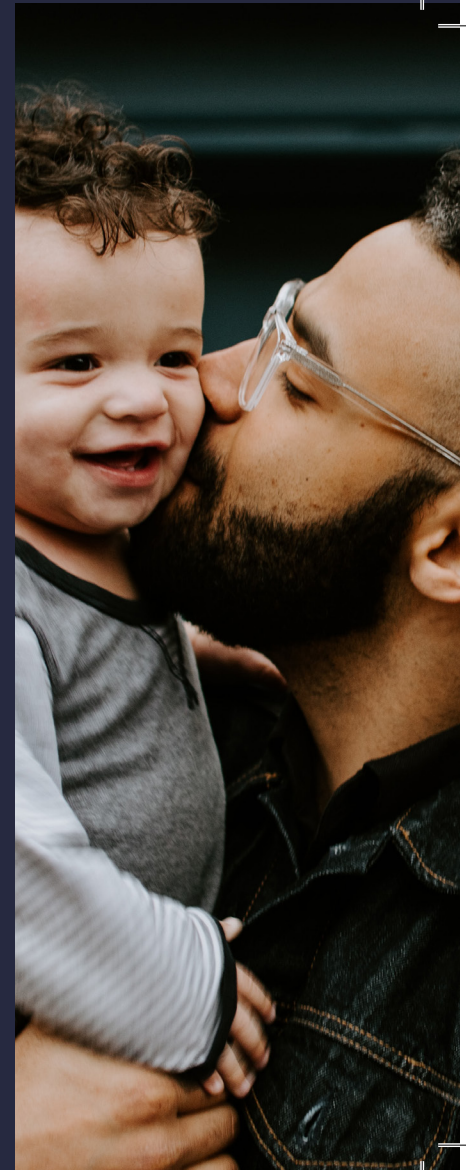
- by e-mail: mediation.1080@molenbeek.irisnet.be

- by visiting us in person:

Rue du Facteur, 4, 1080

Molenbeek-Saint-Jean

Free, confidential service



More information:

Rue du Comte de Flandre, 15
1080 Molenbeek-Saint-Jean
Tel: 02 422 06 75
Tel: 02 422 06 69
Tel: 02 422 06 77

Opening hours:

On-call services (only for
persons coming for the first
time):

Monday, 9.30 am to 11.00 am
Wednesday, 1.30 pm to
4.00 pm
Friday, 1.30 pm to 4.00 pm
By appointment (only for
persons who have already
been seen)

Free, confidential service

More information:

Chaussée de Gand, 122
1080 Molenbeek-Saint-Jean
Tel: 02 411 19 88
www.one.be
Staffed Monday, Thursday
and Friday, 10.00 am to
12.00 noon

6. Antenne J

This service offers legal information and advice to residents of the borough of Molenbeek. This specialist service deals with: rental leases, social aid, family and civil law, youth support, criminal law, terms and timeframes, etc.

7. ONE

- Pregnancy follow-up, medical and social guidance for future parents
- Free medical consultations aimed at promoting, monitoring and safeguarding the health of children aged 0 to 6 years
- Group activities to support parenting, promote health and for medical/social prevention
- Psychomotor skills

8. Solo Parent House

First and foremost, the Solo Parent House offers a warm reception and someone to listen for parents in need of psychosocial and legal support. It costs nothing and is also a place to meet other parents and share experiences.

The team offers overall individual assistance, free of charge, by way of on-call social and legal services, as well as multidisciplinary guidance (social workers, legal adviser and psychologist), parent/children activities, workshops and ad hoc events.

The association's philosophy is to take the time to progress with the parent at their pace while listening to their requests to help them break away from social isolation, while promoting support and jointly creating moments of wellbeing.

The spaces at the house have been carefully designed and fitted out so that children feel comfortable there as well. This is a place where they are always welcome.

9. Le Foyer

Foyer is a non-profit with various sections that has been building a (more) intercultural society in Brussels for more than 50 years. Our services include intercultural mediation, advice about multilingualism and education, a range of activities for young people and adults focusing on development and empowerment, and dialogue activities that encourage people to come together.

Foyer is a pluralistic organisation that is imbued at every level with a deep respect for diversity.

More information:

Rue du Stade, 21
1190 Brussels
Tel: 02 375 09 92
E-mail: info@solothuis.be
<http://maisondesparentsso-los.be/>

Free, confidential service

More information:

Rue des Ateliers, 25
1080 Molenbeek-Saint-Jean
Tel: 02 411 74 95
Opening hours: every working day from 9 a.m. to 6 p.m.
<https://www.foyer.be/>





Housing

III. Housing

1. The Brussels Capital Region Housing Company

The Brussels Capital Region Housing Company (Société du Logement de la Région de Bruxelles-Capitale – SLRB) is a regional institution responsible for social housing and control of Public Services Property Companies (Sociétés Immobilières de Service Public – SISP).

To register for social housing, you first need to complete an original copy of the registration form. This registration form is available from an SISP or the SLRB.

You can apply for social housing in any of the 19 boroughs of Brussels, without restriction.

The application procedure for social housing is free of charge.

2. Housing Fund

The Fund offers household on average or low incomes:

- mortgage loans

The Fund grants mortgages at reduced interest rates, mainly for the purpose of purchasing a home in the Brussels region, where applicable accompanied by works or the construction of a home.

- building/renovation-sale transactions

The Fund builds and renovates homes that it then sells (traditional apartments, duplexes, lofts, single-family houses).

More information:

Tel: 0800 84 055

(free green number)

E-mail: slrb@slrb.brussels

Slrb-bghm.brussels

More information:

Rue de l'Été, 73

1050 Ixelles

Tel: 02 504 32 11

E-mail: info@fonds.brussels

<https://www.fonds.brussels>

Business hours:

Reception: Monday to Friday,

8.30 am to 12.00 noon and

13.00 pm to 4.00 pm





More information:

M.A.I.S. ASBL

Rue Potaerdegat, 22-24
1080 Molenbeek-Saint-Jean
Tel: 02 899 96 89
info@aismolenbeek.be

By appointment only

More information:

Rue de l'Été, 73
1050 Ixelles
Tel: 02 504 32 11
E-mail: garantielocative@
fonds.brussels
www.fonds.brussels

- financial assistance to set up a rental guarantee
- regional instalment loans for establishing a rental guarantee

3. Social Letting Agencies

The Social Letting Agencies (Agences Immobilières Sociales – AIS) rent out homes that are usually owned by private owners. The Agencies negotiate affordable rents with these owners so that good-quality housing can be made available to tenants with low incomes.

Depending on availability, these homes are allocated to applicant tenants in line with objective rules and criteria (through the awarding of priority points): date of registration on the list of applicants, composition of households, personal situation of the tenant, etc.

There are more than twenty AIS in the Brussels region. Don't hesitate to register with several of them!

4. Assistance for establishing a rental guarantee

The Housing Fund offers financial assistance and professional support to set up a rental guarantee. There are two types of aid granted for the rental guarantee. The Fund analyses your application and, depending on your financial situation, will grant you either a consumer credit or aid via the BRU-GAL fund:

Consumer credit

- A 0% interest rate loan
- The repayment period is equal to the remaining term of the lease
- The maximum repayment period is 24 months

The BRU-GAL fund

- To join, you pay a monthly contribution depending on your income
- When you leave the accommodation, you must return the aid received for the rental guarantee
- Once you have returned the aid, you will get back all the monthly contributions you have paid since the beginning

5. Social Heating Fund

The Social Heating Fund is a collaborative fund set up between the public authorities, the PSACs and the oil industry. The Fund contributes partly to payment of the heating bills of individuals who find themselves in financial difficulties.

The Fund helps with bills to be paid for:

- heating oil
- paraffin (type C) – i.e. a liquid heating fuel used mainly for oil stoves
- bulk propane gas

If you think you may be able to benefit from the support of the Social Heating Fund, you can contact the PSAC in your local authority area within 60 days following delivery.

More information:

Tel: 0800 90 929 (free)

E-mail: info@fondschauffage.be

<https://www.fondschauffage.be/>





More information:
1030 Schaerbeek
Tel: 02 430 60 60
<https://fiscalite.brussels/fr>

More information:

BRUXELLES LOGEMENT
(Brussels Housing)

Tel: 0800 40 400
E-mail: logement@sprb.brussels
<https://logement.brussels/>

6. Property tax

Property tax is a regional tax on real estate property, which the owner has to pay each year. This tax is equivalent to a percentage of the indexed land registry income.

Some reductions may be granted, in particular for:

- the owner-occupiers of dwellings considered as “modest”
- homes composed of at least 2 children living at the property with entitlement to family allowances.

Tenants may not apply for a reduction for dependants themselves. It is up to the building owner to apply to Brussels Tax Office. The reduction is granted to the lessor and the tenant can then deduct this amount from a rental payment.

Parents in Brussels who are separated can both apply for a discount for dependent children when they share custody. The discount is granted to both parents based on the ratio of their individual custody.

7. Rehousing allowance

The rehousing allowance is made up of a removal allowance and a rent allowance. This financial assistance is designed:

- Either for tenants who move due to the unsanitary state of their home, cramped conditions or the unsuitability of the home for persons with reduced mobility and for seniors. If this is the case, the tenants must have rented and lived in the dwelling for at least one year.
- Or for persons coming out of certain homeless situations.

8. Assistance from associations

La Rue

La Rue is a permanent education association active in the “Old Molenbeek”. By making the neighbourhood more dynamic and using a global and transversal approach, it ensures proximity work with the inhabitants in terms of guidance, information and sensitization, individual, collective and at community level, concerning a series of problems: living environment, urban planning, nature and environment awareness project, concertation, permanences and various actions on housing (fight against unhealthy housing, empty dwellings, accompaniment of solidarity and intergenerational housing projects, integrated local development, memorandum for the right to housing, citizen action approaches with inhabitants).

Bonnevie neighbourhood house

In its general mission, the association aims to defend, promote and strengthen the quality of life of the inhabitants of the neighbourhood as well as the right to housing.

The association offers various services in the field of housing:

- Renovation advice, which supports homeowners in their renovation projects and their applications for grants.
- Bonfix, a repair service that carries out small jobs (painting, plumbing, gardening, etc.) at home.
- A housing service that accompanies and informs tenants or prospective tenants about their rights and duties in terms of renting and all the measures put in place by the Region to promote access to decent housing.

More info :

Rue Ransfort, 61
1080 Molenbeek-Saint-Jean
Phone: 02 410 33 03
<https://www.larueasbl.be/>

More info :

Rue Bonnevie, 40
1080 Molenbeek-Saint-Jean
Phone: 02 410 76 31
info@bonnevie40.be
www.bonnevie40.be





More info :

By appointment, from 9am to 5pm.

Boulevard du Jubilé, 54
1080 Molenbeek-Saint-Jean

Phone: 02 410 29 65

<https://www.guidesocial.be/almk/>
associationdeslocataires@hotmail.com

- A Usage Service which aims to support residents in the appropriation of their housing (with High Energy Performance).
- A “Check your home” service which advises and carries out, on request, the maintenance essential for the proper use of a dwelling (with High Energy Performance).
- A project that supports households who wish to become homeowners in the framework of a Community Land Trust Brussel.

Bonnevie also supports residents in neighbourhood projects and offers conversation tables in Dutch.

ALMK - Tenants’ Association of Molenbeek and Koekelberg

The ALMK receives all tenants:

- Wishing to obtain information on their rights (rent of the main residence) or other rights (Moving and Rent Allowance (ADIL), Waiting Allowance, reduction of the property tax...);
- Wanting a report on the visit to his flat to identify the various rental problems he is experiencing;
- Confronted with a dispute (legal...) with his private or public landlord (notice, request for repairs, indexation, rent calculation, rental charges, complaint...);
- Looking for accommodation in the private sector;
- Wishing to write a letter in connection with their application for social housing or other housing (Social Housing Agency, Communal Housing, Neighbourhood Management...);
- Needing help to fill in forms (ADIL, social housing application...) or to register their rental lease.

Compagnons Dépanneurs

The non-profit organisation Compagnons Dépanneurs aims to enable the most disadvantaged people to live in decent conditions.

It is made up mainly of volunteers - the “Compagnons” (Companions) - who carry out minor repairs, renovation or maintenance work on behalf of disadvantaged people in their homes. The Compagnons also carry out removals and provide furniture and essential items.

Labour is always free.

Beneficiaries make a small contribution towards the costs of administration, insurance, kilometres travelled and equipment depreciation.

The equipment comes from recycled/reused parts or is invoiced at cost price.

In the Brussels section, the services offered are :

- Painting/wallpapering/wallpaper stripping
- Plumbing, electrical and joinery repairs
- Removals and transport with an 11 m³ van (transport only, no goods handling/boxing/loading)
- Range of second-hand furniture, household appliances, clothes and crockery.
- Furniture makeovers

Rue de la Glacière, 37
1060 Brussels
Tel: 02 537 51 30
bruxelles@
compagnonsdepanneurs.be
<https://www.compagnonsdepanneurs.be/>
Staffed telephone helpline
Monday to Friday, 9.30 am to
12.00 noon



Employment

IV. Employment

1. Career break

Don't have enough time for yourself, your children or your family? It is possible to take a temporary break in your career or reduce the number of hours you work. If you meet the right conditions with your employer, as well as qualifying for benefits, you could receive a monthly replacement income paid by the National Employment Office (ONEM) in the form of "career break benefits".

Career breaks are possible in both the public sector and in teaching.

In the private sector, it's called a "justified time credit". Your application must be backed up by one of the regulatory reasons for taking a career break (including going on a recognised training course, taking care of a child, providing medical assistance or palliative care, etc.).

In the private and public sectors, there are also three possible reasons for taking leave (full time, 1/2 time or 1/5 time) to meet your particular needs:

- parental leave (to look after your children);
- medical assistance leave (to take care of a member of your family or a member of your household who is seriously ill);
- palliative care leave (to look after a person who is terminally ill).

ONEM offers you an online application at www.breakatwork.be to find out the length of the break or reduction in hours you are claiming, as well as to estimate the amount of your benefits.





More information:

ONEM

Chaussée de Charleroi, 60
1060 Saint-Gilles
Tel: 02 515 44 44
www.onem.be

More information:

Rue du Comte de Flandre, 20
1080 Molenbeek-Saint-Jean
Tel: 02 412 36 30

Office hours:

Monday, Tuesday, Thursday
and Friday by appointment
Wednesday: no appointment
necessary from 9.00 am to
12.00 noon and from 1.00 pm
to 3.00 pm (CV and letter of
motivation only)

2. Supplementary childcare

A single parent with children, who is fully unemployed and receiving unemployment benefits and who is getting back into the workforce or setting up as a self-employed worker, can receive a supplementary benefit for 12 months. This allowance is granted by prime ONEM and is paid by the payment institution. The benefit is 86.15 euros per month.

To apply for supplementary childcare, you need to submit a form C131.71 (ask for one from ONEM) to your payment institution, enclosing a copy of your employment contract or proof of registration with a social insurance fund for self-employed workers. The payment institution then has to submit your application to the ONEM unemployment office at the earliest during the month prior to beginning work and at the latest at the end of the 2nd month after starting work.

3. Employment service

The tasks of the employment service are, on the one hand, to support jobseekers (helping them to draw up a CV and to prepare for job interviews, informing them about job offers, etc.) and, on the other hand, to set up projects in cooperation with employment, training and social economy associations, and to organise activities for jobseekers.

4. Local Mission

The Local Mission in Molenbeek-Saint-Jean offers a range of activities aimed at increasing opportunities for jobseekers to find work or get back into the workforce.

The Mission provides assistance in looking for work (individual guidance, preparation for job interviews, etc.) and also offers a variety of courses and top-up training.

More information:

Boulevard Léopold II, 101-103

1080 Molenbeek-Saint-Jean

Tel: 02 421 68 60

E-mail: info@mloc1080.be

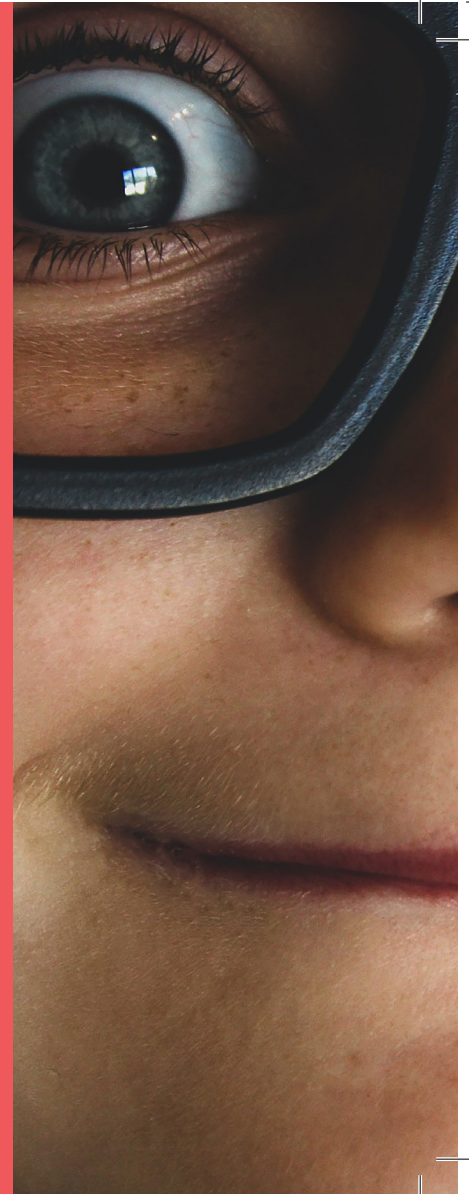
<https://www.mloc1080.be>

Opening hours:

Monday to Friday

8.30 am to 12.00 noon and

1.30 pm to 4.30 pm





Health

V. Health

1. From here and from elsewhere

The team provides psychotherapeutic follow-up and develops prevention and research projects in mental health. The centre also conducts ethno-psychiatric consultations, as well as mediation sessions aimed at shedding light on the manifestations of individual, family and/or social wellbeing, in particular by referencing cultural models from the country of origin.

2. Medical houses

Medical houses offer care, as well as programmes for community health, prevention and health education.

These programmes target the various factors actions that affect the health of residents: housing, food and diet, social conditions, access to care, etc.

Located in the heart of their district or the borough, these houses work in partnership with the local network.

They are run by teams of professionals covering a range of specialities (doctors, physiotherapists, nurses, reception staff, etc.).

These health centres provide primary health care to the whole of the local population:

- accessible in terms of location, finance and opening hours;
- ongoing care, providing patients with long-term follow-up;

More information:

Rue Brunfaut, 18B
1080 Molenbeek-Saint-Jean
Tel: 02 414 98 98
E-mail: info@dieda.be

On-call hours: Monday to Friday, 9.00 am to 5.00 pm or 6.00 pm.

DUCHESSE MEDICAL HOUSE

Place de la Duchesse de Brabant, 30/10
1080 Molenbeek-Saint-Jean
Tel: 02 410 54 45

MEDICINE FOR THE PEOPLE OF MOLENBEEK

Rue Comte de Flandre, 25
1080 Molenbeek-Saint-Jean
Tel: 02 411 11 03

NORMAN BÉTHUNE MEDICAL HOUSE

Rue Deschampheler, 2
1081 Koekelberg
Tel: 02 411 98 18

LES PRIMEVÈRES MEDICAL HOUSE

Rue Vandernoot, 26
1080 Molenbeek-Saint-Jean
Tel: 02 428 01 18

DU VIEUX MOLENBEEK MEDICAL HOUSE

Rue des Quatre-Vents, 68 A
1080 Molenbeek-Saint-Jean
Tel: 02 410 26 15

LA PASSERELLE MEDICAL HOUSE

Rue de l'Indépendance, 144
1080 Molenbeek-Saint-Jean
Tel: 02/411 18 38

CANAL SANTÉ HEALTH CENTRE

Boulevard Léopold II, 184D
1080 Molenbeek-Saint-Jean
Tel: 02 660 30 78

KARREVELD HEALTH CENTRE

Chaussée de Gand, 406
1080 Molenbeek-Saint-Jean
Tel: 02 410 02 38





**PARVIS DE MOLENBEEK
HEALTH CENTRE**

Parvis Saint-Jean-Baptiste, 3
1080 Molenbeek-Saint-Jean
Tel: 02 380 72 53

**SOINS POUR TOUS HEALTH
CENTRE**

Avenue des Tamaris, 2A
1080 Molenbeek-Saint-Jean
Tel: 02 882 65 67

**More information:
BERCHEM-STE-AGATHE
FAMILY PLANNING**

Avenue de Selliers de
Moranville, 120
1082 Brussels
Tel: 02 410 61 03
E-mail: berchem@
planningfamilial.net
<http://planningfamilial-berchem.be/>

LEMAN FAMILY PLANNING

Boulevard Léopold II, 184 / D
1080 Molenbeek-Saint-Jean
Tel: 02 230 10 30
<https://ribaucare.be/>
info@pfleman.be

Rue Haute, 322
1000 Brussels
Tel: 0472 50 43 48
aquarelle@stpierre-bru.be
<https://www.aquarelle-bru.be/>

- all-encompassing, taking account of all physical, psychological, social and environmental aspects;
- integrated, covering curative, preventative and palliative care, as well as the promotion of health.

3. Family planning

Family planning is able to see you in total confidentiality and without passing judgment in order to work with you to find answers to all questions relating to people's relational, emotional and sexual life.

The family planning service offers consultations for issues that are psychological, marriage and family guidance (children, adolescents, adults), sex-related, legal, family mediation, social and medical (certain gynaecological procedures, contraception, screening of sexually transmissible infections, etc.).

4. Aquarelle

Aquarelle offers health and social support to pregnant women or women who have recently given birth, who are immigrants, have no social security and live in very precarious conditions.

- Prenatal consultations
- Information sessions and preparation for childbirth
- Visits to mums during their stay in the maternity unit
- Post-partum at home
- Prenatal and postnatal social and administrative assistance
- Contraception and postnatal consultation

- Parent-baby groups and baby massage
- Prenatal and postnatal physiotherapy
- Cloakroom and material assistance

5. Reimbursement of healthcare expenses

Recipients of increased contribution benefits from higher reimbursements for medical care (doctor, physio, dentist, medication, hospitalisation, etc.).

The beneficiary of the increased contribution can sometimes claim other financial benefits: social fares for public transport, access to a contribution from the PSAC social heating oil fund, social telephone charges, etc.

The increased contribution is granted automatically to people receiving social benefits or who are of a particular status, such as on social integration income or equivalent aid, or the guaranteed income for the elderly scheme (GRAPA), disabled benefits, children with a physical or mental disability of at least 66%, foreign unaccompanied minors (MENA) and children (aged under 25) registered as orphans.

The increased contribution may also be granted to households on low income, based on an earnings test.

To find out whether you can benefit from this status, contact your health insurance fund.





Activities for parents

VI. Activities for parents

1. League of Families

The Ligue des familles (Families League) is Belgium's French-speaking support association for parents. It is based on 3 pillars of action:

- The Ligue des familles provides information through its online articles and in its magazines on topics such as current affairs, education, life in society, culture, etc.
- The Ligue des familles offers a wide range of services and benefits to make everyday life a little easier for parents and make their budget go a little further (babysitting services, markets where you can buy and sell second-hand clothing, toys and bicycles, discount card for large families (three or more children), classified ads, reduced rates, etc.).
- The Ligue des familles lobbies public authorities, develops an ongoing education programme and organises activities.

For information:

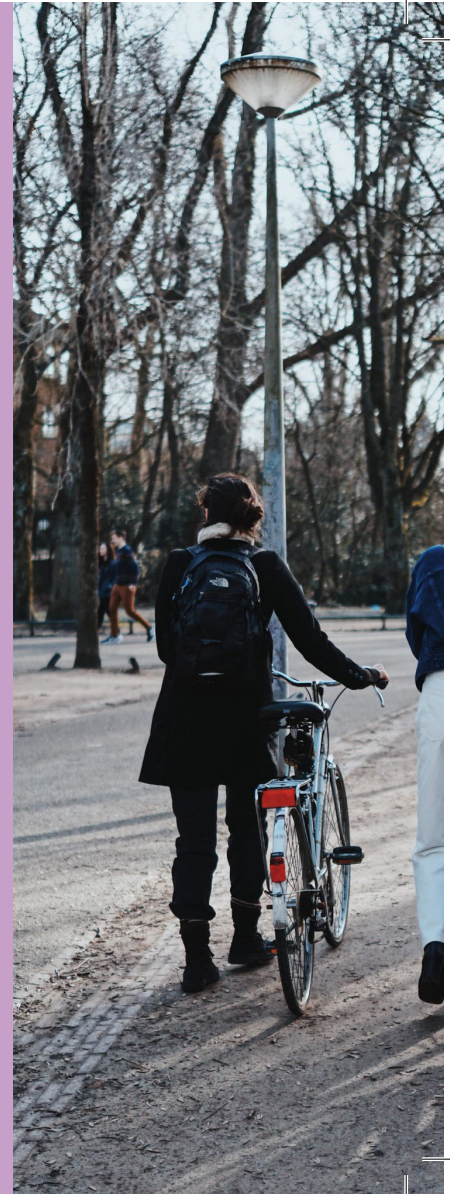
Avenue de Béco, 109

1050 Brussels

Tel: 02 507 72 11

E-mail: info@liguedesfamilles.be

www.laliguedesfamilles.be





More information:

Rue du Jardinier, 75A
1080 Molenbeek-Saint-Jean
02 412 05 61 - 0491 89 16 80
E-mail: maisonfemmes.
coord@move.brussels

Opening hours:
Monday to Friday, 8.30 am to
12.00 noon and 1.00 pm to
4.30 pm

More information:

Rue de Ribaucourt, 51
1080 Molenbeek-Saint-Jean
Tel: 02 411 84 44
E-mail: katelijnn.schevelenbos@
foyer.be

Opening hours:
Monday to Friday, 9.00 am to
5.00 pm

2. Women's House

This project seeks the emancipation of women, their personal growth and civic participation, based along four main lines:

- staffed meeting place and socio-professional integration
- Learning and particularly literacy courses in French
- Various activities: social and cultural, intercultural, civic, sporting, courses on cookery and sewing, creative workshops, etc.
- physical and moral well-being

3. Dar Al Amal

Local emancipation work aimed at women of all ages and origins:

- Literacy courses in Dutch and French
- Foreign language courses in French, Dutch and English
- Courses in sewing, creative workshops, theatre workshops and cookery courses
- Sports activities
- Support for children's education
- Information about health (prevention of diabetes, healthy eating), active citizenship, etc.
- Meetings and excursions/visits
- Intergenerational project

4. Maritime Community Centre

The MCC supports the social and cultural development of the Maritime Quarter, working to strengthen social cohesion through participatory community action.

More specifically, the association runs activities aimed at:

- Promoting exchanges and meetings between local residents
- Accommodating local stakeholders as part of a network
- Supporting the activities of local residents to make them feel more at home
- Initiating activities in response to local needs

5. House of Cultures and Social Cohesion

The House of Cultures and Social Cohesion is a public service artistic space that establishes close, direct relations with residents. On offer are various types of activity: performances, exhibitions, concerts, courses, workshops, etc. for young and old alike.

More information:

Rue Vandenboogaerde, 93
1080 Molenbeek-Saint-Jean
Tel: 02 421 16 00
contact.ccm@molenbeek.irisnet.be
<https://centrecommunautairemaritime.be/>

More information:

Rue Mommaerts, 4
1080 Molenbeek-Saint-Jean
Tel: 02 415 86 03
E-mail: contact@lamaison1080hethuis.be
www.lamaison1080hethuis.be



More information:

MOLENBEEK ALPHA CENTRE

Crystal Palace
Rue de la Borne, 14
1080 Molenbeek-Saint-Jean
Tel: 02 420 71 82
E-mail: bxl.molenbeek@lire-et-ecrire.be
<http://www.lire-et-ecrire.be/bruxelles>

E-mail: bxl.accueil.molenbeek@lire-et-ecrire.be

ALPHA EMPLOYMENT SERVICE

The Alpha Employment Service of Read and Write Brussels provides individual support and guidance to anyone experiencing difficulties with the written side of finding a job.
Tel: 02 412 56 12
E-mail: bxl.alpha.emploi@lire-et-ecrire.be

MOLENBEEK RECEPTION POINT

Crystal Palace
Rue de la Borne, 14
1080 Molenbeek-Saint-Jean
Tel: 02 411 28 20

More information:

Tel: 02 421 04 87
E-mail: alpha@porteverte.be
www.porteverte-snijboontje.be

More information:

Rue Delaunoy, 58-64
1080 Molenbeek-Saint-Jean
Tel: 02 563 45 53
<https://www.cpas-molenbeek.be>

More information:

Rue Piers, 48
1080 Molenbeek-Saint-Jean
Tel: 02 411 09 36
E-mail: accueil.molenbeek@collectif-alpha.be
<http://www.collectif-alpha.be/>

6. Literacy courses

Read and Write Brussels – Molenbeek Alpha Centre

Read and Write Brussels provides literacy training to adults who are not sufficiently strong in written French or in any other language. Read and Write Brussels is aimed at adults with little or no formal education and who do not have very good spoken French. The courses are also designed to make it easier to access information and communications technology (ICT).

Porte Verte-Snijboontje asbl

Literacy courses, French as a foreign language course and socio-educational and cultural activities. Registration in September by appointment.

PSAC Literacy Unit

These courses are designed for users who cannot read or write and/or who are learning French as a foreign language.

The aim is to give them knowledge of French so they can find their way into the employment sector by taking a socio-professional integration approach.

The teachers also conduct knowledge level tests designed to direct the students to the appropriate course: French or Dutch as a Foreign Language, or Literacy.

Collectif Alpha asbl

The literacy courses provided by Alpha include lessons for reading, writing, speaking and calculating; personalised learning workshops, workshops promoting ease of expression, knowledge and the emancipation of the participants.

7. Le Petit vélo jaune

Le Petit vélo jaune (The Little Yellow Bicycle) supports socially isolated parents in difficult and precarious situations from the start of their family adventure, or from the beginning of their pregnancy.

How does it work? Through a meeting between a family and a volunteer, who pair up together. The volunteer, known as a crew member, visits the family once a week for one year to provide support to the parents, which can be help with administrative procedures, the sharing of experiences or just being there to listen.

Over the course of these encounters, a simple, warm relationship develops between equals. Together, the pair sets out to discover what the neighbourhood has to offer, taking their time and considering solutions to improve the well-being of the whole family.

A team of professionals ensures that the support provided runs smoothly, so that everyone feels at home, without prejudice or judgement.

8. De Vaartkapoen

The Vaartkapoen is an open house in the heart of Molenbeek for musicians, music lovers, creative people and the neighbourhood. The focus is on music, society and Molenbeek.

Come to the reception for any questions you may have. You will receive information and advice on Molenbeek and Brussels, courses and other indoor activities, enrolling your children in school, buying concert tickets, registering for workshops, etc.

More information:

Rue Emile Féron, 153
1060 Saint-Gilles
Tel: 02 358 16 80 -
0471 70 22 57
info@petitvelojaune.be
<https://www.petitvelojaune.be/>

More information:

Rue Saint-Joseph, 14
1080 Molenbeek-Saint-Jean
Tel: 02 413 04 10
<https://www.vaartkapoen.be>
devaartkapoen@vgc.be





Activities for children

VII. Activities for children

1. Free-Time Reception [Accueil Temps Libre – ATL]

French-language out-of-school activities: comprehensive range of activities organised out of school hours for children up to the age of 12. This service provides a booklet listing the creative workshops, sports activities, holiday centres, schools, etc. available in the municipality.

2. La Court'échelle

La Court'échelle provides facilities for children aged 0 to 3 to: Play, dance, have fun, chat, laugh, paint, etc. while meeting other children before starting nursery or school.

And for parents to:

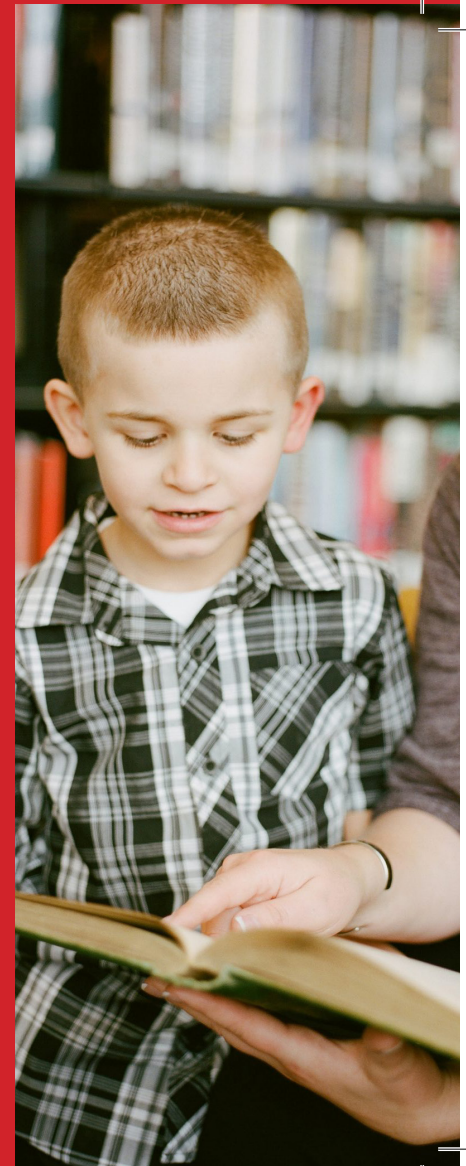
Talk, drink a coffee, take a breather, be listened to, play with their child, etc. and to meet other parents and early childhood professionals.

More information:

Rue du Comte de Flandre, 20
1080 Molenbeek-Saint-Jean
Tel: 02 563 13 88 – 0490 49
31 23 – 0490 49 31 22
E-mail: coordination.atl@molenbeek.irisnet.be
www.bruxellestempslibre.be

More information:

Isabelle Marchand
02 412 12 40
E-mail: imarchand@molenbeek.irisnet.be





More information:

Rue de Geneffe, 20
1080 Molenbeek-Saint-Jean
Tel: 02 428 08 75
E-mail: ludo.speculoos@molenbeek.irisnet.be

More information:

**COORDINATION OF THE
BRUSSELS HOMEWORK
SCHOOLS**

Head office: Rue de la Borne,
14 box 9
Operating office: Rue de la
Colonne, 54
1080 Molenbeek-Saint-Jean
Tel: 02 411 43 30
E-mail: info@ceddbxl.be
[http://www.ecolesdedevours.
be/bruxelles](http://www.ecolesdedevours.be/bruxelles)

3. "SPECULOOS" intergenerational games library

The "SPECULOOS" intergenerational games library is a fun, friendly space intended for everyone. It places the emphasis on the relationships and encounters that are created through a cultural tool such as games. A games room and workshops are available at the library.

4. Homework schools

Homework schools are structures that are independent from schools. They play a part in local life by developing learning, education and culture, while adding to citizenship training. Homework schools are places where people are welcome, where they can be listened to and enjoy themselves, providing a link between school and the child's living environment. They operate outside school hours based on a learning project and annual action plan, with the support of a qualified teaching team that develops supervised learning support activities for children and in doing so contributes to their education and development.

5. Monitoring Unit

The aim of the Monitoring Unit is to bring into action the resources and parties involved in the area of truancy and dropping out of school – and to act more effectively in the fight against abandoning education.

The service offers a holistic psychological approach, along with support for young people and those close to them (individual coaching, looking for schools, information about educational legislation, guidance for pupils who have been excluded or who have dropped out, coordination of youth monitoring, etc.)

6. Open Environment Action Services [OEA]

An OEA brings social and educational assistance aimed at promoting the development of youngsters in their everyday lives. To do that, it provides individual guidance and supports young people's projects, helping them to resolve their difficulties (family, administrative, legal, school) or any other situation they may be struggling with.

In doing so, an OEA implements projects with the young designed to deal with the challenges and difficulties facing them in a catch-all and professional way. This may be street work, or sports or cultural activities (radio programmes, theatre, climbing lessons and others).

More information:

Rue du Comte de Flandre, 15
1080 Molenbeek-Saint-Jean
Tel: 02 422 06 11
celluledeveille@move.be

More information:

ATOUTS JEUNES

Avenue du Karreveld, 26
1080 Molenbeek-Saint-Jean
Tel: 02 410 93 84
E-mail: info@atoutsjeunes.org
www.atoutsjeunes.org

L'ORANGER

Rue des Fuchsias, 120
1080 Molenbeek-Saint-Jean
Tel: 02 420 39 42 or
02 420 36 12

E-mail: secretariat@oranger1080.be
oranger1080.be
www.oranger1080.be



Boulevard du Jubilé, 124
1080 Bruxelles
Chaque mercredi après-midi
(hors vacances scolaires) :
horaires variables, à vérifier
auprès de l'association
Tél. : 02 421 04 80
Info@porteverte.be

Who can make use of an OEA?

- Any young person under the age of 22 who is looking for information or guidance for dealing with administrative, social, educational, family, etc. processes.
- Any parent or relative encountering communication difficulties with a young person.

7. Parent and children psychomotor skills

These workshops are offered by the non-profit association, La Porte Verte-Snijboontje. They are aimed at children with their parents and are available free of charge.



Emergencies and important numbers

Emergencies and important numbers

Emergencies

Ambulance and Fire Brigade	100 or 112
Police	101
Poisons Centre	070 245 245
SOS Doctor	02 513 02 02
Burns Centre	02 268 62 00

Important numbers

Red Cross (to order an ambulance – non-urgent)	105
Community Help Service	02 648 40 14
Remote reception (someone to talk to)	107
On-call doctors	1733
On-call dentist	02 426 10 26
Duty pharmacy	0903 99 000
On-call vet	02 479 99 90
Lost animal	0903 99 377
Garde Vivaqua (water problems)	02 739 52 11
Smell of gas	0800 87 087
Power cut	02 274 40 66
Card Stop (loss or theft of bankcard)	070 344 344



LOCAL MEDIATION SERVICE OF MOLENBEEK-SAINT-JEAN

Rue du Facteur, 4
1080 Molenbeek-Saint-Jean
(Metro station Comte de Flandre)

Tel.: 02 412 01 84 or 86
mediation.1080@molenbeek.irisnet.be



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