



GBO Brugge
Geïntegreerd Breed Onthaal

OUR SERVICES

ZEEBRUGGE • ZWANKENDAMME • LISSEWEGE • DUDZELE

Dear resident of North Bruges

The OCMW of Bruges strives to provide a wide range of services that meets the needs of all inhabitants of our city. All year round, our people are working hard in the sub-municipalities of Lissewege, Dudzele, Zeebrugge and Zwankendamme, to answer your questions, provide practical support or refer you to other services if necessary.

At the community centre in Zeebrugge, d'Oude Stoasie, you can find help with all kinds of matters. The Energy Support Service, the Residential Support Service and the Leisure Participation Network all organise open days, during which experienced social workers of the OCMW of Bruges provide explanations and answer your questions.

As we are the driving force behind the GBO partnership, we will also mention the services offered by our main partners, the CAW North-West-Flanders and the social services of health insurance funds. You can find the contact details of these organisations in this brochure.

Thanks to these service providers, everybody living in Bruges will have easy access to the help and support they need. Every day, we serve you with a smile.

See you soon,

PABLO ANNYS
Alderman of social affairs,
employment and entrepreneurship

Cabinet contact details
Ruddershove 4, 8000 Bruges
T. 050 32 73 01 or T. 050 32 73 02



SERVICES

OCMW BRUGES & ASSOCIATIONS



INTAKE SERVICES

The Intake Service Officer is the first point of contact for people who want to call on the services and help provided by the OCMW of Bruges.

The staff members will help you to:

- assert your rights
- apply for an integration income/equivalent integration income/an advance on your social security benefits
- request financial support (e.g. an installation premium for homeless people, sickness benefits and exemption from social contributions)
- request material support (food parcels, clothing and help with house chores)
- request a reference address
- find guidance and support if you are homeless
- apply for a reduced rate for child care
- apply for help at the Pelicano Foundation and for possible administrative follow-up of Pelicano-children
- ask help with funeral arrangements in case you don't have enough money

Are you looking for general information, do you have other questions about our support or do you need administrative assistance? Don't hesitate to drop by. We will examine how we can help you or refer you to the right people if necessary.

Open days Zeebrugge

Each Thursday from 9 AM until 11.30 AM (no appointment needed). Bring your ID card to the open day (if possible).

Contact details

Community centre d'Oude Stoasie
Venetiëstraat 1, 8380 Zeebrugge
T. 050 32 77 70
eerste.onthaal@ocmw-brugge.be



BUDGET AND DEBT MEDIATION

The Budget and Debt Mediation Services can give you advice on urgent financial matters, such as negotiations with creditors. The staff can check invoices or contracts for you or refer you to another service.

A staff member will also check if you qualify for the following services:

1. Budget Counselling: helps you to manage your daily finances and payments.
2. Budget Control: assists you by fully managing your income.
3. Collective debt settlement (CDS): the OCMW of Bruges will act as your debt mediator.

The digital 'Budget Gazette' provides a whole list of tips, fun facts and ways to control your budget. You can subscribe to this newsletter on www.debudgetgazet.be.

Open days Zeebrugge

You need an appointment to attend an open day in Zeebrugge. To book an appointment, call T.050 32 63 40 (d'Oude Stoasie) or T. 050 32 73 69, or send an email to budget@ocmw-brugge.be.

Bring your ID card and all documents about your income, costs and debt to the open day.

Contact details

Community centre d'Oude Stoasie
Venetiëstraat 1, 8380 Zeebrugge
T. 050 32 73 69
budget@ocmw-brugge.be



RESIDENTIAL SUPPORT SERVICE

Do you have any questions about living and renting in Bruges or about your lease? Or are you looking for a house?

The Residential Support Service gives the advice and support you need.

The Residential Support Service gives you advise on:

- social housing (info and applications)
- the law on domestic leases and your security deposit
- security deposit loans from the Vlaams Woningfonds
- imminent risk of homelessness
- Flemish rent subsidy and rent premium
- moving with Dozen & Co
- crisis intervention in case of an impending eviction
- housing assistance
- rent arrears assistance

If necessary, the staff will refer you to a specialised service.

Open days Zeebrugge

You need an appointment to attend an open day in Zeebrugge or to request a house call. Book an appointment via T. 050 47 55 17.

Contact details

Community Centre d'Oude Stoasie
Venetiëstraat 1, 8380 Zeebrugge
T. 050 47 55 17
woonloket@sasbrugge.be

Vertaling Nederlands-Engels. Deze vertaling mag enkel verspreid worden met de originele brontekst.



ENERGY SUPPORT SERVICE

The staff members of the Energy Support Service will answer all your questions about energy and saving energy.

They will give you advise and tips on:

- energy debt mediation
- budget meters
- vouchers on your fuel oil bills
- filling in the readings of your gas, electricity and water meters
- comparing and switching energy providers
- gas, electricity and water transfer documents you need to fill in when moving house
- the minimum amount for the delivery of natural gas
- social tariffs for gas, electricity and water
- energy scans
- collective gas and electricity purchasing
- the Local Advisory Committee (LAC)

Open days Zeebrugge

You need an appointment to attend an open day in Zeebrugge. Book an appointment via T. 050 32 63 75.

Contact details

Community Centre d'Oude Stoasie
Venetiëstraat 1, 8380 Zeebrugge
T. 050 32 63 75
energieloket@ocmw-brugge.be

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OPEN DAY – COUNSELLING

Clients who receive an integration income, can count on the support of a social worker. During the open day on counselling, he/she will answer all your questions on your income, any debts you might have, your health and your living situation.

During the open day at the community centre d'Oude Stoasie, you can discuss your questions or problems in private and ask for support that meets your needs.

Together, you and your social worker will draw up a contract for your individual project for social integration, also known as a GPMI-contract.

Open days Zeebrugge

Every Wednesday morning from 9 AM until 11.30 AM (no appointment needed).

Contact details

Community Centre d'Oude Stoasie
Venetiëstraat 1
8380 Zeebrugge
T. 050 32 63 40



OPEN DAY – CARE PROVISION

A social worker can give you advice on practical questions concerning your home situation. The goal of this service is to make sure elderly inhabitants can keep living in their own homes for as long as possible.

You can apply for:

- domestic help
- meal delivery at home
- help from the centre for people with impaired mobility ('Minder Mobielen Centrale')
- taxi vouchers
- personal alarm systems
- heating allowances
- a health care budget
- family care

Open days Zeebrugge

Community Centre d'Oude Stoasie

The second Tuesday of every month, from 2 PM until 4 PM (no appointment needed).

Venetiëstraat 1, 8380 Zeebrugge
T. 050 32 63 40

Gemeenschapshuis Zeebrugge

The first Tuesday of every month, from 2 PM until 4 PM (no appointment needed).

Marktplaatsplein 12, 8380 Bruges
T. 050 79 99 37



SOCIAL RENTAL AGENCY BRUGES

The association SVK Brugge (Social Rental Agency Bruges) rents homes at an affordable price to people who struggle to find a house on the private rental market.

Conditions for registration at the SVK:

- You are 18 or older
- You are registered in the population or aliens' register
- You have a home address or a reference address
- You earn less than the fixed income limit
- You have no house or building lots in your full possession or in long lease, and no usufruct or planting rights of such properties (not in Belgium, nor abroad)

Want to sign up for the waiting list?

You can find the application forms on www.svk-brugge.be.

For more information, get in touch with social worker Daniëlla Ackx via T. 050 32 75 09 or send an email to administratie@svk-brugge.be

Contact details

Venetiëstraat 1, 8380 Zeebrugge
T. 050 32 75 09
info@svk-brugge.be

Open day Zeebrugge

You need an appointment to attend an open day in Zeebrugge. To book an appointment, call T. 050 32 75 09.

Bring these documents with you on the day of the appointment:

- ID card + an overview of your and your partner's income in the last 3 months (e.g. pay slips, benefit certificates...)
- Contact details of your debt mediator (if applicable)
- Your most recent tax declaration form
- If you have been granted visiting rights to your children, please bring the court order
- The documents that proof why you are looking for a new home (e.g. a copy of your lease and the proof that you paid your rent, the court's order...)





THE LEISURE PARTICIPATION NETWORK OF BRUGES

Leisure is a human right, even for people who don't have a lot of money. The Leisure Participation Network of Bruges helps you to relax during your spare time. It offers different activities and excursions for free or at an affordable price.

The Leisure Participation Network of Bruges is a partnership between the OCMW and the government of the city of Bruges. Our goal is to make leisure accessible and affordable for everyone. To achieve this, we collaborate with support organisations, associations that give poor people a voice and numerous leisure organisations (sport, culture and youth work).

You can find a selection from our offer below:

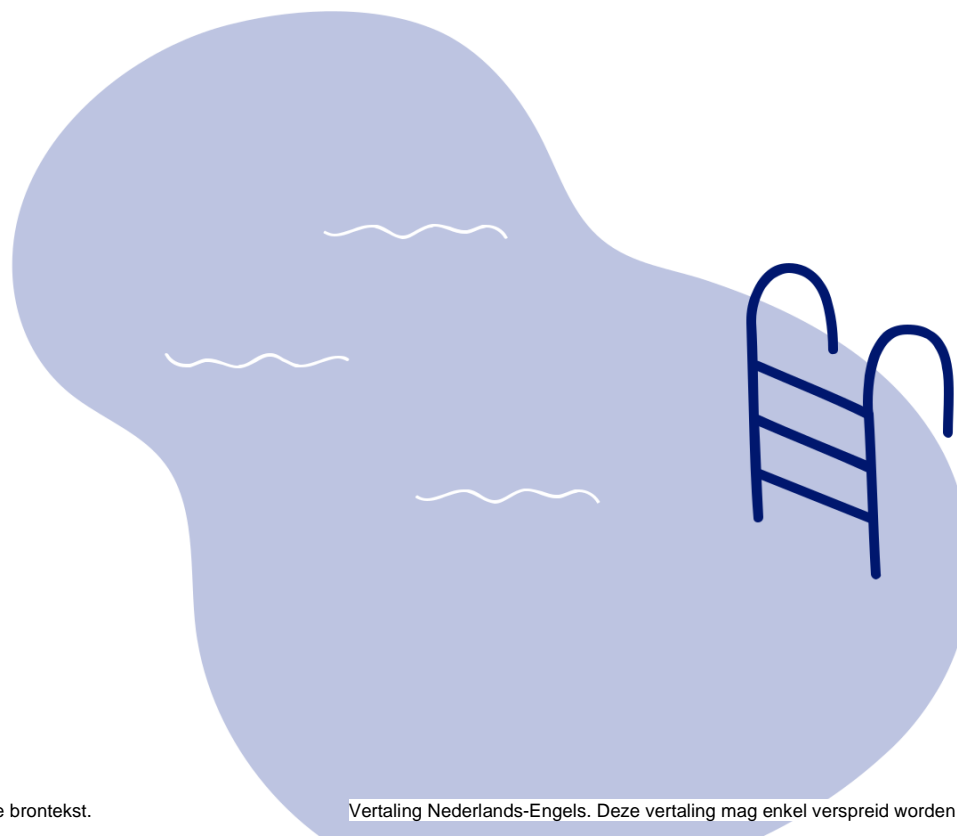
- free participation in cultural and sport activities
- the sport shop card (€ 1)
- access to the swimming pools in Bruges (€ 0,50)
- a subscription card for the Elderly Sports Academy (€ 1)
- ice skating at Boudewijn Seapark (€ 1)
- movie tickets (€ 1)
- activities organised by the Flemish Fund for Leisure Participation (Vlaams Fonds Vrijetijdsparticipatie)
- activities organised by the Support Centre for Holiday Participation (Steunpunt Vakantieparticipatie)
- indemnification for part of the costs of leisure activities (culture, sport or youth work)
- participation card
- youth AXI-vouchers
- sport AXI-vouchers
- a discount card for organisations in Bruges

Open days Zeebrugge

You need an appointment to attend an open day in Zeebrugge. To book an appointment, call T. 050 32 63 40.

Contact details

Community Centre d'Oude Stoasie
Venetiëstraat 1, 8380 Zeebrugge
T. 050 32 74 96 – 0496 90 50 15 (Bart Hollevoet)
vrijtijdsparticipatie@ocmw-brugge.be





HUIS VAN HET KIND, THE FAMILY CENTRE IN BRUGES

Are you looking for child care or do you have questions about this topic? Do you want to have a conversation on how to raise your children or would you like to meet other parents? Or do you want more information on the 'Groeipakket', the 'kindcode', study grants, education cheques or reduced child care fees...?

Get in touch with the staff of the family centre Huis van het Kind in Bruges. If you make an appointment, they will come visit you at home or you can go see them at Het Huis van de Bruggeling and De Joert.

Contact details

Huis van de Bruggeling
Frank van Ackerpromenade 2
8000 Bruges

OR

De Joert
Weidestraat 81
8310 Assebroek

OR

At home or somewhere in your neighbourhood (e.g. arrange to meet up in the community centre d'Oude Stoasie).

If you want to book an appointment, call T. 050 47 55 15 or send an email to info@huisvanhetkindbrugge.be



MOBILE SOCIAL GROCERY STORE (KABA)

The mobile social grocery store sells food, cleaning products and toiletries to people with a limited budget. You can shop here after the social services refer you to this store.

The mobile social grocery store KABA is part of 't Sas, a partnership between the OCMW of Bruges, the City of Bruges and the CAW North-West-Flanders.

The conditions?

The OCMW, CAW or other social services will refer you to this place after reviewing your financial situation.

You will get a fixed monthly budget to buy groceries at KABA. This budget depends on the size of your family. You can get a free budget or a paid budget. With a free budget, you can buy products for a fixed price. With a paid budget, you can buy products that are at least 25% cheaper than store prices.

Opening hours Zeebrugge

The mobile KABA passes through Zeebrugge every Wednesday.

Community Centre d'Oude Stoasie: Venetiëstraat 1, 8380

Zeebrugge – Every 1st, 3rd and 5th Wednesday of the month, from 10 AM until 11.30 AM.

Playground next to the 'Albatros': Ploegstraat 28, 8380

Zeebrugge – Every 2nd and 4th Wednesday of the month, from 10 AM until 11.30 AM.

Contact details

Association 't Sas
T. 050 32 76 70
info@sasbrugge.be



OVERVIEW OPEN DAYS COMMUNITY CENTRE ZEEBRUGGE

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
INTAKE SERVICES				9 – 11.30 AM	
COUNSELLING			9 – 11.30 AM		
CARE PROVISION		2 – 4 PM			
MOBILE SOCIAL GROCERY STORE (KABA)			10 – 11.30 AM		

BY PRIOR APPOINTMENT ONLY

SOCIAL RENTAL AGENCY (SVK)	Every weekday, by prior appointment only.
LEISURE PARTICIPATION NETWORK OF BRUGES	Every weekday, by prior appointment only.
BUDGET AND DEBT MEDIATION	Every weekday, by prior appointment only.
HUIS VAN HET KIND, FAMILY CENTRE BRUGES	Every weekday, by prior appointment only.
RESIDENTIAL SUPPORT SERVICE	Every weekday, by prior appointment only.
ENERGY SUPPORT SERVICE	Every weekday, by prior appointment only.

MINTUS COMMUNITY CENTRES



The community centres of the welfare organisation Mintus are a nice place to stop by, have a drink, meet new people, have a chat or participate in different activities.

A selection from their offer:

- lectures and info sessions
- language courses, computer courses and creative courses
- cultural and sport activities

On top of that, the organisation provides information, advice and homecare services:

- grocery delivery service
- domestic help
- personal hygiene
- meal delivery and transportation service

mintus
zorg met een plus

At every community centre, you can find an overview of all the activities they have planned, but you can also check out the full offer online on www.mintus.be.

You can subscribe to their digital newsletter via buurtcentra@mintus.be or on their website.

Community centre d'Oude Stoasie
Venetiëstraat 1, 8380 Zeebrugge
T. 050 32 63 40
oudestoasie@mintus.be

Community centre Levensvreugde
Lisseweegs Vaartje 43, 8380 Lissewege
T. 050 32 62 80
levensvreugde@mintus.be



SERVICES

CAW NORTH-WEST-FLANDERS

CAW NORTH-WEST-FLANDERS

BRUGES REGION

The CAW offers support and help to everyone who needs it. Young people aged 12 to 25 can find help at the JAC in Bruges.

What does the CAW offer?

- The staff listens to your question.
- They find out what you are entitled to.
- Together, you will examine how they can help you.
- They offer information, advice and counselling.

What does the CAW stand for?

- The CAW is there for everyone.
- You can call on their help for free.
- You can stop by for one or more conversations or for counselling.
- They handle everything you tell them with discretion and involve you in every step of the process.

The CAW offers support on all kinds of matters:

- your relationships, family and environment (divorce, parenting support, relationship problems...)
- feeling good
- administration and financial matters (translating forms, drawing up documents...)
- residential matters and homelessness (sheltering options, residential counselling...)
- migration (voluntary return, administration...)
- identity and sexuality
- help for victims (counselling after life-changing events, legal information and advice...)
- help for perpetrators (counselling and support for people in jail, court-ordered assistance...)



Contact details – Reception in Bruges

Ruddershove 8, 8000 Bruges
T. 050 66 30 00 or T. 0800 13 500 (free general telephone number)
onthaal.brugge@cawnoordwestvlaanderen.be

You can stop by without an appointment on:

TUESDAY 9 AM - 12.30 PM
THURSDAY 9 AM - 12.30 PM

On other days, you need an appointment to talk to the staff. You can book an appointment by calling or emailing the reception.

You can park for free in the CAW's car park (behind the barrier gate).

JAC BRUGES

The JAC (= Youth Advice Centre) offers information, advice and support to young people aged 12 to 25.

What does the JAC offer?

- The staff listens to your question.
- They find out what you are entitled to.
- Together, you will examine how they can help you.
- They offer information and advice.
- If you wish, they can offer you counselling.

What does the JAC stand for?

- They offer free and anonymous help.
- You can stop by for one or more conversations or for counselling.
- They handle everything you tell them with discretion.
- They involve you in every step of the process.

The JAC offers support on these matters:

- family matters, your home situation
- personal difficulties
- identity, sexuality and pregnancy
- poverty, homelessness
- ...

On Friday nights, you can also find Marloes at the WUK-kot in Zeebrugge (community centre). Marloes is the JAC's social worker for young people. She can assist you in finding the right help.



Contact details

Youth reception CAW North-West-Flanders
Vlamingdam 36, 8000 Bruges, T. 0478 99 00 37
jac.brugge@cawnoordwestvlaanderen.be

You can stop by without an appointment on:

WEDNESDAY 1 – 6 PM

THURSDAY 3 – 7 PM

On other days, you need an appointment to stop by. You can book an appointment by calling or emailing the reception.



SERVICES

SERVICES PROVIDED BY HEALTH INSURANCE FUNDS'
SOCIAL WORKERS

SOCIAL SERVICES – HEALTH INSURANCE FUNDS

The social workers of your health insurance fund are there for you if you want to talk. Together, you will look for a suitable solution to your personal situation in a very discrete way.

Everyone can call on their help for free, but their offer is mostly targeted towards people who experience difficulties due to their disability, sickness or age, and towards their informal caregivers.

CHRISTELIJKE MUTUALITEIT (CM)

Blankenberge region: Social worker Charlotte Pattyn
Zeebrugge, Zwankendamme, Lissewege and Dudzele region:
Social worker Vicky Van Den Bossche
Knokke-Heist region: Social worker Ilse Demuyne

You need an appointment to talk to these social workers at the office or at home. To book an appointment, call the contact centre at T. 050 20 76 76 or send an email to zorglijn.westvlaanderen@cm.be.

BOND MOYSON

Knokke-Heist and Zeebrugge region: Social worker Lara Serruys. You can reach her by sending an email to dmw.heist@bondmoyson.be.

Blankenberge region: Social worker Annick Samyn. You can reach her by sending an email to dmw.blankenberge@bondmoyson.be

If you live in another region, you can contact a social worker by sending an email to dmw.brugge@bondmoyson.be

To reach a staff member who works in the greater Bruges region, call T. 050 44 79 18.

HELAN

Do you have a question for a social worker who works at the social services of the Helan health insurance fund? Call T. 09 269 85 77 or send an email to dmw@helan.be.

LM PLUS

Zeebrugge, Zwankendamme, Lissewege and Dudzele region:
Social worker Myriam Strumane

Members of the health insurance fund LM Plus can reach out to social worker Myriam by calling T. 050 89 15 23 or sending an email to myriam.strumane@LMPlus.be.

NEUTRAAL ZIEKENFONDS VLAANDEREN

Blankenberge, Zeebrugge, Lissewege, Dudzele, Knokke and Knokke-Heist region: Social workers Carine Padot and Justien Talpe.

You can reach the staff of Neutraal Ziekenfonds Vlaanderen by calling T. 053 76 99 71 (between 8 AM and 12 PM) or by sending an email to dmw@nzvl.be.

VLAAMS & NEUTRAAL ZIEKENFONDS

If you have questions or you want information, you can contact a staff member of the Vlaams & Neutraal Ziekenfonds by calling T. 03 491 86 50 or sending an email to dmw@vnz.be.

You can make an appointment to come by the VNZ-office in Bruges every Thursday between 2 and 4 PM (Koning Albert I-laan 98B, 8200 Bruges). To book an appointment, go to the webpage (www.vnz.be/contact/kantoorafspraak/), call T. 03 491 86 50 or send an email to dmw@vnz.be.

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