

## WHAT ARE YOU ENTITLED TO?



Want to know more about  
the *Geïntegreerd Breed  
Onthaal* (Integrated  
comprehensive reception)?

Contact us:  
gbo@ocmw-brugge.be

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**Concept**

Creation cell - City of Bruges

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Pablo Annys  
*Alderman of  
Social Affairs*

Dear Bruges resident

This brochure was created especially for you, with compliments from the *Geïntegreerd Breed Onthaal Brugge (GBO Brugge)* (Bruges Integrated comprehensive reception). Within this partnership, the focus is on making services more accessible to every citizen residing in Bruges and on researching and granting social rights.

Are you looking for childcare? Would you like to know more about education allowances? Do you need help moving? Or do you want to know where you can buy food, clothes, or other items on a limited budget?

In this brochure we have bundled practical information on various services and partners in Bruges. With the aim of helping you exercise certain rights. Each page states which service you can contact for what purpose. The corresponding addresses and telephone numbers are neatly listed at the end of the brochure.

Do you have a question about what you read in our brochure? Please contact the service mentioned.

Kind regards  
GBO Brugge



# SCHOOL

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## Education vouchers

Is your child in preschool, primary or secondary education? Do you have your domicile in Bruges and are you entitled to the preferential tariff from your health insurance fund?

Or is your family in collective debt settlement or budget management? Then you are entitled to education vouchers.

As from the 2020-2021 school year, children and youngsters without legal right of residence are also entitled to education vouchers.

**CONTACT:** *Huis van het Kind Brugge*

## Student Grant and *Groeipakket* (Growth Package)

Do you need help applying for a higher education student grant? Or do you have questions on your *Groeipakket*?

**CONTACT:** *Huis van het Kind Brugge*



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## Free second-hand laptop - Compensation upon purchase

Distance learning has become increasingly popular due to COVID-19. OCMW and *Huis van het Kind Brugge* have a temporary offer for vulnerable families:

- free second-hand computers
- free internet connection through Telenet Wi-free (only for families with school-age children)
- free printing of school assignments and tasks

This offer is available for:

- families with school-age children
- adults taking a course in a *Centrum voor Volwassenenonderwijs (CVO)* (Adult Education Centre) or Open School

OCMW clients can also get a grant for the purchase of a (second-hand) computer.

**CONTACT:**

*Brugs Netwerk Vrijetijds participatie* or *Huis van het Kind Brugge*



# CHILD CARE AND EDUCATION

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## Childcare allowance

Are you a single parent with dependent children? Have you been completely unemployed with benefits for three months?

Then, you may be entitled to a childcare allowance when you return to work.

**CONTACT:** the **organisation that pays** your unemployment benefit

## Child code or childcare

Are you looking for childcare?

Do you need help applying for a child code from *Kind en Gezin* (Child and Family)?

**CONTACT:** *Loket Kinderopvang*

## Reduced rate for childcare

Are you having a hard time paying childcare?

You can request a reduced rate for childcare through OCMW Bruges.

**CONTACT:** *Eerste onthaal OCMW Brugge*



# PUBLIC TRANSPORT - BUS / TRAIN



## Up to the age of 6

Is your child 6 or younger? Then, it can ride the bus for free if accompanied by a paying passenger of 12 or older.

## Buzzy Pazz

Is your child between 6 and 24 years of age? The Buzzy Pazz can be used for all trips on De Lijn buses and trams.

## Social rates

You can apply for this discount rate if you are living on a social integration income or if you enjoy the benefit of the health insurance fund preferential tariff.

**CONTACT:** [De Lijn](#)

## Children

Are you a paying train passenger over 12 years of age? Then, 4 children under the age of 12 can accompany you free of charge.

## Large families

Are you living in Belgium and do you have at least three children? With the large family discount card, you can ride the train at half price.

## Preferential tariff

Do you enjoy the benefit of the health insurance fund preferential tariff? Then, you can buy second class tickets for yourself and dependents at a 50% discount.

**CONTACT:** [NMBS](#) or the train station



# LEISURE AND SPORTS

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## Bruges museums & leisure

If you are living in Bruges, you can visit the Bruges museums free of charge. Are you living on a limited income or a subsistence allowance? Then, you may be entitled to an allowance for leisure activities.

**CONTACT:** *Brugs Netwerk Vrijetijds participatie*

## De Fietsbieb

De Fietsbieb is a service that lends second-hand children's bicycles (up to 12 years of age).

Upon payment of membership and a deposit, you can borrow a children's bicycle for a year.

**CONTACT:** *De Fietsbieb*

## AXI youth & sports vouchers

Are you living in Bruges and is your child between 3 and 18 years of age? Then, you are entitled to AXI Youth Vouchers. People benefiting of the (health insurance fund) preferential tariff or holding a (OCMW) participation card can apply for AXI Sports vouchers.

**CONTACT:** *Brugs Netwerk Vrijetijds participatie, Jeugd dienst Brugge or Sport dienst Brugge*

## Allowances for leisure activities

Always ask your health insurance fund about benefits for leisure and sports.

**CONTACT:** *Your health insurance fund*





# HOLIDAYS

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## Youth and sports holidays

Your own health insurance fund always offers discounts on holidays for youngsters. Ask for them.

Are you living on a limited income and is your child going to camp with Sport Vlaanderen?

Then you can get a discount of up to 50%.

**CONTACT:** your health insurance fund, Sport Vlaanderen or *Brugs Netwerk Vrijetijds participatie*

## Rap-op-stap office

Are you living on a limited budget or do you have specific care needs? We will help you find affordable leisure activities, day trips and holiday formulas. Among other sources, we will look at what is on offer from [www.iedereenverdienvakantie.be](http://www.iedereenverdienvakantie.be) and [www.vrijuit.nu](http://www.vrijuit.nu).

**CONTACT:** *Brugs Netwerk Vrijetijds participatie*



# SICKNESS AND MEDICAL EXPENSES

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## Health insurance fund social services

Do you have a disability or are you suffering from a chronic illness? Ask your health insurance fund's social services whether additional benefits and assistance are available.

**CONTACT:** Your **health insurance fund's** social services

## Contribution towards medical expenses

In some cases, you can benefit from a contribution towards doctor and (prescription) pharmacy costs, ambulance transport, physiotherapy, or outpatient therapy. This applies if you are living on a social integration income, an equivalent benefit, or another income no higher than € 200 over the social integration income .

**CONTACT:** *Eerste onthaal OCMW Brugge* or your **OCMW social worker**



# LIVING AND MOVING

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## Dozen & Co

Are you moving? Can you not afford a private removal service and are you entitled to the health insurance fund preferential tariff? Then, inquire at the Bruges OCMW *Woonloket* (Housing desk). Dozen & Co is the removal project of *Welzijnsvereniging* (Welfare organisation) 't Sas. They help people with a limited budget move.

**CONTACT:** *Woonloket*

## Rent grant

Have you been on the waiting list at Vivendo and the *Brugse Maatschappij voor Huisvesting* (Bruges Social Housing Company) for at least 4 years and do you meet certain other conditions (regarding income, current lease, domicile, ...)?

Then, you are entitled to a rent grant from the Flemish government. You will receive this grant until you move to social housing.

**CONTACT:** *Woonloket*



# ENERGY

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## Energy scan

Would you like to reduce your energy costs? You can have your home checked by an energy scanner free of charge and without obligation. He will help you find out how to make your home more energy-efficient with minor adjustments.

**CONTACT:** *Vereniging WOK*

## Social Roof Insulation Grant

Would you like to have your roof insulated and would you like to know which grants you are entitled to?

**CONTACT:** *Energieloket*



## Social heating fund grant

You can get a grant if you are using bulk propane gas, heating oil or heating petroleum to heat your home. The grant is accessible to:

- persons on a limited income
- persons entitled to the health insurance fund preferential tariff
- persons in debt mediation or collective debt settlement

**CONTACT:** *Energieloket*

## Guaranteed natural gas supply

Families or persons having an active budget meter for natural gas can request a guaranteed minimum natural gas supply from 01 November till 31 March. Thus, you avoid running out of credit in the coldest months of the year.

**CONTACT:** *Energieloket*



# NUTRITION

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## Social grocer De KABA

De KABA is a Bruges grocery store carrying a basic range of high-quality food, maintenance, and care products. Families on a limited income can shop there upon referral by the OCMW, CAW or another social service.

**CONTACT:** *Eerste onthaal OCMW Brugge* or *CAW Noord-West-Vlaanderen*

## Social Restaurant Pas Partout

Pas Partout is a social restaurant where everyone is welcome. The meals are healthy, daily fresh, and affordable. People on a limited budget get a discount on their meals.

For more information on the discount rate, please contact *Eerste onthaal OCMW Brugge* or *CAW Noord- West-Vlaanderen*.

**CONTACT:** *Pas Partout, OCMW Brugge* or *CAW Noord-West-Vlaanderen*



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## Poverello

At Poverello you can enjoy a hot meal for € 1, drinks cost € 0.20.

The Poverello team also offers a listening ear during your visit.

For more information on referrals for free meals, please contact *Eerste onthaal OCMW Brugge* or *CAW Noord- West-Vlaanderen*.

**CONTACT:** *Poverello, OCMW Brugge* or *CAW Noord-West-Vlaanderen*



## **CLOTHES AND SECOND-HAND GOODS**

### **Televestiaire Brugge**

Do you need extra clothing or household goods on a limited budget? Then, drop in at Televestiaire.

Upon recommendation by a social worker from the CAW, the OCMW or your health insurance fund, you can pick up a discount package at Televestiaire.

**CONTACT:** [Televestiaire](#)

### **MamaStart**

MamaStart offers material assistance to pregnant women and children up to the age of 12. Upon referral, you can obtain free toys and small goods. Large pieces cost € 1.

You can go to MamaStart if you have a referral form. *Kind & Gezin*, the OCMW, educational institutions or social services that are aware of your situation can provide one.

**CONTACT:** [MamaStart](#)





## **WeggeefWinkel Brugge** (Giveaway shop)

Everyone is welcome at the WeggeefWinkel, no referral needed. There you will find clothing, household goods, shoes, books, toys, baby stuff and electrical appliances.

You can fill up to 2 large shopping bags per person per Giveaway moment.

Between 14:00 and 18:00 at Giveaway Moments, fresh soup with bread is available at a small price.

**CONTACT:** *Weggeefwinkel Brugge*



## USEFUL ADDRESSES

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### **Brugs Network Vrijetijds participatie**

*Huis van de Bruggeling*

(House of the Bruges resident)

Frank Van Ackerpromenade 2

8000 Bruges

T 050 32 74 96 or 050 32 67 73

M 0496 90 50 15 or 0478 63 78 09

bart.hollevoet@ocmw-brugge.be

Jovi.cauwels@ocmw-brugge.be

vrijetijds participatie@ocmw-brugge.be

### **CAW Noord-West-Vlaanderen**

Bruges Reception

Ruddershove 8

8000 Bruges

T 050 66 30 01

onthaal.brugge@cawnoordwestvlaanderen.be

### **De Fietsbieb**

Gistelsesteenweg 223

8200 Bruges

T 050 44 43 35

brugge@fietsbieb.be

### **De Lijn - Lijnwinkel Brugge**

Stationsplein

8000 Bruges

T 070 22 02 00

www.delijn.be

### **Eerste onthaal OCMW Brugge**

Hoogstraat 9

8000 Bruges

T 050 32 77 70

eerste.onthaal@ocmw-brugge.be



### **Energieloket**

*Huis van de Bruggeling*  
Frank Van Ackerpromenade 2  
8000 Bruges  
T 050 47 55 13  
energieloket@ocmw-brugge.be

### **Huis van het Kind Brugge**

*Huis van de Bruggeling*  
Frank van Ackerpromenade 2  
8000 Bruges  
T 050 47 55 15  
info@huisvanhetkindbrugge.be

### **Jeugddienst Brugge**

Huis van de Bruggeling  
Frank Van Ackerpromenade 2  
8000 Bruges  
T 050 44 83 33  
jeugd@brugge.be

### **Loket Kinderopvang**

*Huis van de Bruggeling*  
Frank Van Ackerpromenade 2  
8000 Bruges  
T 050 47 55 14  
loket@kinderopvangbrugge.be

### **MamaStart**

Torhoutsesteenweg 136  
8200 Bruges (Sint Andries)  
T 0483 07 99 23  
info@MamaStart.be

### **NMBS – Brugge train station**

Stationsplein 5  
8000 Bruges  
T 02 528 28 28  
www.belgiantrain.be



### **Poverello**

Goezeputstraat 27  
8000 Bruges  
T 0474 70 06 07  
brugge@poverello.be

### **Sociaal restaurant Pas Partout**

Kruitenbergstraat 11  
8000 Bruges  
T 050 33 51 16  
restaurant@sobo.be

### **Social grocer De Kaba**

*Welzijnsvereniging 't Sas*  
Professor Dr. J. Sebrechtsstraat 2  
8000 Bruges  
T 050 32 76 75  
dekaba@sasbrugge.be

### **Sportdienst Brugge**

*Huis van de Bruggeling*  
Frank Van Ackerpromenade 2  
8000 Bruges  
T 050 47 54 70  
sportdienst@brugge.be

### **Sport Vlaanderen Brugge**

Nijverheidsstraat 112  
8310 Bruges  
T 050 35 08 61 or 050 36 37 99  
brugge@sport.vlaanderen

### **Televestiaire Brugge**

Ronsaardbekerstraat 55  
8000 Bruges (Sint-Jozef)  
T 050 66 30 00  
(contact: Benedicte Ongenae)



### **Vereniging WOK**

De Schakelaar  
T 050 32 74 13  
[www.wokbrugge.be](http://www.wokbrugge.be)

### **WeggeefWinkel Brugge**

Project W2 NPO  
Gistelsesteenweg 223  
8200 Bruges (Sint Andries)  
T 0491 89 87 89  
[projectw2vzw@gmail.com](mailto:projectw2vzw@gmail.com)

### **Woonloket**

*Huis van de Bruggeling*  
Frank van Ackerpromenade 2  
8000 Bruges  
T 050 47 55 17  
[woonloket@sasbrugge.be](mailto:woonloket@sasbrugge.be)

## **HEALTH INSURANCE FUNDS**

### **CM Bruges**

Social Services  
Oude Burg 19  
8000 Bruges  
T 050 20 76 76  
[brugge@cm.be](mailto:brugge@cm.be)

### **Bond Moyson Bruges**

Social Services  
Zilverstraat 43  
8000 Bruges  
T 050 44 79 18  
[dmw.wvl@bondmoyson.be](mailto:dmw.wvl@bondmoyson.be)



### **LMPlus**

Social Services  
Revillpark 1  
8000 Bruges  
T 050 89 15 20  
DMW\_4@LMPlus.be

### **Independent Health Insurance Fund**

Social Services  
Gistelse Steenweg 294 box 1  
8200 Bruges  
T 050 40 52 09  
socialiedienst@oz.be

### **Partena Health Insurance Fund**

Social Services  
Maalse Steenweg 123  
8310 Bruges  
T 050 36 80 90  
brugge@partena-ziekenfonds.be

### **Flanders Neutral Health Insurance Fund**

Social Services  
Torhoutse Steenweg 104 box 1  
8200 Bruges  
T 053 76 99 71  
brugge@nzvl.be

### **Flemish and Neutral Health Insurance Fund**

Social Services  
Koning Albert I-laan 98B box 1  
8200 Bruges  
T 03 491 86 50  
dmw@vnz.be

Dear Sir / Mrs

Taking the first step towards exercising your rights can be awkward, so you can use this cut-off strip to ask our assistants to contact you.

Indicate on the back the subjects you wish to be contacted for.

Cut this strip along the dotted line.

**Fold the strip and seal it with adhesive tape.** This way, we guarantee that your question will be handled discreetly.

Return the sealed strip to:

**We will contact you as soon as possible to talk about your question.**

CUT THIS STRIP ALONG THE DOTTED LINE.



1. Residence

- Rent Grant
- Dozen & Co removal service

2. Energy

- Energy scan
- Social roof insulation grant
- Social heating fund grant
- Guaranteed natural gas supply

3. Leisure Time

- Allowance for leisure activities
- AXI youth & sports vouchers
- Youth and sports holidays
- Rap-op-stap office

4. Health and Well-being

- Contribution towards medical expenses
- Social grocer De KABA
- Social restaurant Pas Partout
- Social restaurant Poverello
- Televestiaire Brugge
- MamaStart

5. Childcare and education

- Child code or childcare
- Reduced rate for childcare

6. School

- Education vouchers
- Student grant and *Groeipakket* (growth package)
- Free second-hand laptop - compensation upon purchase

7. Other

- If you have another request for help, you can write it down here:

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Your contact details:

given name: .....

surname: .....

phone number or mobile phone number:

.....

e-mail address:

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