

ghent:



Welcome to Ghent

Information for non-Belgian nationals



*Are you new in Ghent?
And do you come from
abroad?*

*This brochure contains
all kinds of important
information you need to
effectively run your life here.
It lists the range of services
offered by the City of Ghent as
well as by other organisations.*

*We wish you all the best in
your new living environment!*



CONTENTS

CIVIL AFFAIRS	4
<i>When do you go to the Civil Affairs department?</i>	4
WHERE ARE THE CIVIL AFFAIRS OFFICES?	6
<i>Stadskantoor</i>	6
<i>Service centres</i>	7
INTEGRATION VIA AMAL	10
FINANCES	11
<i>Banks</i>	11
<i>Taxes</i>	11
<i>Registration offices</i>	11
GENTINFO	12
HEALTH	12
<i>General Practitioners</i>	12
<i>Out-of-hours services</i>	12
<i>Health insurance funds</i>	13
<i>Hospitals</i>	13
WASTE COLLECTION	14
CHILDCARE AND EDUCATION	14
MOBILITY	15
<i>De Lijn (Flemish public bus and tram company)</i>	15
<i>Mobiliteitsbedrijf (Ghent Mobility Company)</i>	15
<i>NMBS/SNCB (National Railway Company of Belgium)</i>	15
OCMW (PUBLIC CENTRE FOR SOCIAL WELFARE)	16
<i>Local service centres</i>	16
<i>Social welfare centres</i>	16
SAFETY	16
<i>Urgent assistance</i>	16
<i>Non-urgent police assistance</i>	17
ELECTIONS	18
WORK	18
<i>Department of Economic Migration</i>	18
<i>One-stop shop for entrepreneurs</i>	18
<i>OOG (Ghent Centre for Entrepreneurial Support)</i>	18
<i>Trade unions</i>	19
<i>VDAB (Flemish Service for Employment and Vocational Training)</i>	19



CIVIL AFFAIRS

When do you go to the Civil Affairs department?



✓	EVENT/REQUEST	OFFICE	CONTACT
	Arrival in Belgium	Migration Counter	09 266 71 50 migratie@stad.gent
	Adoption	Births, Adoptions, Recognitions and Nationality	09 266 77 55 adopties@stad.gent
	Recognition of parenthood	Births, Adoptions, Recognitions and Nationality	09 266 77 55 erkenningen@stad.gent
	Birth	Births, Adoptions, Recognitions and Nationality	09 266 77 55 geboorten@stad.gent
	Grave/concession	Deaths	09 266 72 60 overlijdens@stad.gent
	Marriage	Marriages	09 266 72 50 huwen@stad.gent
	Identity card	Identity	09 210 10 10 identiteit@stad.gent
	Anniversary	Marriages	09 266 72 50 huwen@stad.gent
	Kids ID	Identity	09 210 10 10 identiteit@stad.gent
	Nationality	Births, Adoptions, Recognitions and Nationality	09 266 77 55 nationaliteit@stad.gent

Many important events in your life, such as a marriage or the birth of a child, require you to take official steps.

To do so, you go to one of the Civil Affairs offices.

More info www.stad.gent/burgerzaken

 GEBEURTENIS/ AANVRAAG	LOKET	CONTACT
<i>Death</i>	Deaths	09 266 72 60 overlijdens@stad.gent
<i>Passport</i>	Travel	09 266 72 00 reispassen@stad.gent
<i>Driving licence</i>	Traffic	09 266 72 00 rijbewijzen@stad.gent
<i>Cohabitation</i>	Marriages	09 266 72 50 huwen@stad.gent
<i>Moving</i>	Removals	09 210 10 10 verhuizen@stad.gent
<i>Elections</i>	Elections	09 266 72 00 verkiezingen@stad.gent
<i>Residence card</i>	Migration Counter	09 266 71 50 migratie@stad.gent
<i>Residence procedure information</i>	Migration Information Centre	09 266 71 40 migratie@stad.gent
<i>Departure from Belgium</i>	Migration Counter	09 266 71 50 migratie@stad.gent

WHERE ARE THE CIVIL AFFAIRS OFFICES?

Stadskantoor

The central Stadskantoor can assist you with all Civil Affairs services.

More info and contact

Woodrow Wilsonplein 1, 9000 Gent
Gentinfo: 09 210 10 10

Opening hours

The opening hours of the Civil Affairs offices can be found on www.stad.gent/nl/openingsuren-adressen > search for 'Burgerzaken'

Service centres

Your local service centre can furthermore help you with the following:

- identity card
- anniversary
- Kids ID
- passport
- driving licence
- cohabitation
- moving
- elections

You have to make an appointment in advance. Preferably online via afspraken.gent.be.

In addition, the Gentbrugge, Nieuw Gent, Sint-Amandsberg, Wondelgem and Rabot Service Centres also provide support in the field of Migration:

- arrival in Belgium
- residence card
- departure from Belgium



Do you live in Drongen?

Then visit the local service centre. For migration services, please go to the Wondelgem Service Centre.

Drongen Service Centre

Drongenplein 4, 9031 Drongen

Do you live in Ledeberg?

Then visit the local service centre. For migration services, please go to the Gentbrugge Service Centre.

Ledeberg Service Centre

Ledebergplein 30, 9050 Ledeberg

Do you live in Gentbrugge?

Then visit the local service centre.

Gentbrugge Service Centre

Dulle-Grietlaan 12, 9050 Gentbrugge

Do you live in Mariakerke?

Then visit the local service centre. For migration services, please go to the Wondelgem Service Centre.

Mariakere Service Centre

Paul Van Tieghemlaan 2, 9030 Mariakerke





Do you live in Nieuw Gent?

Then visit your local service centre.

Nieuw Gent Service Centre

Rerum-Novarumplein 186A, 9000 Gent

Do you live in Sint-Amandsberg?

Then visit the local service centre.

Sint-Amandsberg Service Centre

Antwerpsesteenweg 376,
9040 Sint-Amandsberg

Do you live in Oostakker?

Then visit the local service centre.
For migration services, please go to
the Sint-Amandsberg Service Centre.

Oostakker Service Centre

Oostakkerdorp 42, 9041 Oostakker

Do you live in Sint-Denijs-Westrem?

Then visit the local service centre.
For migration services, please go to
the Nieuw Gent Service Centre.

Sint-Denijs-Westrem Service Centre

Gemeenteplein 2, 9051 Sint-Denijs-Westrem





Do you live in Wondelgem?

Then visit the local service centre.

Wondelgem Service Centre

Pieter Cieterslaan 28, 9032 Wondelgem

Do you live in Zwijnaarde?

Then visit the local service centre.

For migration services, please go to the Nieuw Gent Service Centre.

Zwijnaarde Service Centre

Hutsepotstraat 29A, 9052 Zwijnaarde

Do you live in Sint-Kruis-Winkel, Mendonk, Desteldonk or Terdonk?

Then visit the Sint-Kruis-Winkel Service Center. For migration services, please go to the Sint-Amandsberg Service Centre.

Sint-Kruis-Winkel Service Centre

Sint-Kruis-Winkeldorp 17,

9042 Sint-Kruis-Winkel



INTEGRATION VIA AMAL

Once you have registered as a non-Belgian national, you can go to the reception desk of Amal vzw for an integration programme.

This programme includes:

- a Dutch language course
- detailed information about our society
- advice on suitable work

Do you have a degree that was issued abroad? We will help you have your degree certified in Belgium. Do you need to submit any foreign official documents (e.g. driving licence, birth certificate or degree) in Dutch? In most cases we can have these documents translated for you.



Read more about translations

at www.amal.gent/ik-werk-mee-aan-diversiteit/officialle-vertaling

More info and contact

www.amal.gent

FINANCES

Banks

You can go to any bank to open an account and make use of minimal financial services.

More info and contact

www.economie.fgov.be

> Search for 'basic banking service'

www.agii.be > Search for 'basic banking service'

Taxes

In Belgium, you are required to pay taxes on your income (personal tax, company tax etc.) and in case of certain events (e.g. inheritance fees in case of a decease). Are you a non-Belgian national living in Ghent and do you have any questions regarding taxation in Belgium or abroad? Then contact the Ghent Special Collection Team at Gaston Crommenlaan 6, 9050 Ledeborg (Zuiderpoort).

More info and contact

02 579 25 60

tbigent@minfin.fed.be

www.belgium.be/nl/belastingen

Registration offices

You can go to a registration office to have (financial) documents registered (e.g. a rental contract). This document is then dated and its existence can no longer be denied. This is the address of the registration office in Ghent: Gaston Crommenlaan 6, 9050 Ledeborg (Zuiderpoort).

More info and contact

www.financien.belgium.be/nl/particulieren/woning/huren-verhuren/registratie-huurcontract



HEALTH

General Practitioners

When you are ill, you first go to the GP (General Practitioner). After examining you, the GP will refer you to a specialist if required.

More info and contact

www.stad.gent/samenleven-welzijn-gezondheid/gezondheid/wegwijs-de-gezondheidszorg

Out-of-hours services

Do you need a doctor, chemist or dentist outside normal working hours? Then make use of an out-of-hours service.

More info and contact

Doctor

09 236 50 00 (tussen 19 uur en 8 uur),
www.stad.gent/samenleven-welzijn-gezondheid/gezondheid/wachtdiensten

Pharmacy

0903 99 000, www.apotheek.be

Dentist

0903 39 969,
www.tandarts.be/wachtdienst



Health insurance funds

Join a health insurance fund. You pay a premium, but in return you are entitled to reimbursement of medical expenses, social security benefits in case of illness etc.

More info and contact

www.gentgezondestad.be, www.riziv.be

Sometimes you are entitled to an increased allowance for health care:

More info and contact

www.vlaanderen.be/verhoogde-tegemoetkoming-voor-gezondheidszorgen

Hospitals

There are 4 major hospitals in Ghent:

Jan Palfijn

www.janpalfijn.be

Maria Middelaes

www.mariamiddelaes.be

Sint-Lucas

www.azstlucas.be

Universitair Ziekenhuis Gent

www.uzgent.be

WASTE COLLECTION

Ivago

Ivago takes care of waste collection. Put your garbage in the right bags or containers on the sidewalk in front of your house on the right day.

More info and contact

09 240 81 11

info@ivago.be

www.ivago.be



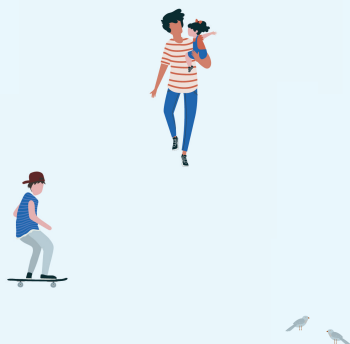
CHILDCARE AND EDUCATION

Childcare

Looking for childcare for children aged between 2.5-12 before or after school, during the school holidays, on Saturday ... ? There are plenty of possibilities.

More info and contact

www.stad.gent/onderwijs-kinderopvang



Education

In Belgium, schooling is compulsory until the age of 18. Children aged between 12 to 18 who have just arrived in Belgium can take lessons in an OKAN class (introductory classes for newcomers who do not speak Dutch). Example: Toren van Babel

More info and contact

Education in Flanders:

www.onderwijs.vlaanderen.be

Schools in Ghent:

www.stad.gent/onderwijs-kinderopvang

Enrolling in a school in Ghent:

www.meldjeaan.stad.gent

Introductory classes:

www.stad.gent/onderwijscentrum-gent/diversiteit-en-meertaligheid/meertaligheid#anderstalige_nieuwkomers



MOBILITY

De Lijn

You can use the buses and trams of public transportation company De Lijn to move around the city. Standard tickets and season tickets can be bought in a De Lijn shop.

More info and contact

070 220 200

www.delijn.be

> Zoek 'lijnwinkel'

NMBS/SNCB

The Belgian train company is called NMBS/SNCB (National Railway Company of Belgium). There are 2 major train stations in Ghent, namely Gent Sint-Pieters station and Gent-Dampoort station.

More info and contact

02 528 28 28

www.belgiantrain.be

Ghent Mobility Company

Information about means of transport, parking permits etc. can be obtained from Mobiliteitsbedrijf.

Ghent has a low-emission zone (LEZ). Check whether your car is allowed to enter this zone. www.stad.gent/mobiliteit-openbare-werken/lage-emissiezone

More info and contact

09 266 28 00

mobiliteit@stad.gent

www.stad.gent/openingsuren-adressen/trefwoord/diensten-mobiliteitsbedrijf



OCMW (Public Centre for Social Welfare)

Local service centres

If you are a bit older, you can go to a local service centre in your neighbourhood for all kinds of activities, entertainment and advice.

More info and contact

09 266 99 13

www.stad.gent/samenleven-welzijn-gezondheid/welzijn/lokale-dienstencentra

Social welfare centres

The OCMW strives for the welfare of all citizens. If you have any questions or problems, please visit one of the social welfare centres. If you need a “certificate of absence of financial support” (e.g. for an organisation, lawyer or notary public), you can request such a certificate with the OCMW. The OCMW is present at the Stadskantoor on a number of days.

More info and contact

09 266 99 11

www.ocmwgent.be

SAFETY

Urgent assistance

Apping

Have you installed App 112 on your smartphone? This mobile application enables you to inform the emergency services.

Calling

If you need urgent assistance, you can call the following emergency services:

Police: 101

Fire brigade: 112

Ambulance: 112





Non-urgent police assistance

Ghent General Police Centre

You can call the central police centre at any moment in time.

More info and contact

Antonius Triestlaan 12, 9000 Gent

09 266 61 11

www.lokalepolitie.be/5415

The police in your area

Do you want to know who your local police inspector is? Or do you want to contact your local police inspector?

www.politie.be/5415/contact/je-wijk



Local police stations

Ghent also boasts 11 local police stations. These stations provide basic police services in the area.

More info and contact

Gent Centrum	09 266 61 30
Gentbrugge	09 266 63 30
Ledeberg	09 266 63 50
Gent West	09 266 61 50
Drongen	09 266 61 90
Nieuw Gent	09 266 63 60
Sint-Denijs-Westrem	09 266 63 60
Zwijnaarde	09 266 63 60
Sint-Amandsberg	09 266 63 00
Oostakker en Kanaaldorpen	09 266 63 20
Wondelgem	09 266 64 00

www.politie.be/5415/contact/commissariaten

ELECTIONS

Non-Belgian nationals are eligible to vote in a number of elections:

- non-Belgian nationals from within the EU can vote in European and municipal elections
- non-Belgian nationals from outside the EU can vote in municipal elections

If you want to vote, you have to apply for this in advance. Once you have been granted the right to vote, you are required to cast your vote. This is because, once applied, voting is compulsory.

Thereafter, you register on the electoral roll of your municipality or vote from your country of origin.

To vote, you must fulfill a number of conditions.

More info and contact

www.stad.gent/over-gent-stadsbestuur/verkiezingen-gent.

Or drop by at the Elections Counter.

WORK

Department of Economic Migration

EU citizens always have the right to work. Information about working as a non-EU citizen is available on the website of the Flemish Government.

More info and contact

www.vlaanderen.be/working/in-flanders-come-to-work



One-stop shop for entrepreneurs

Are you an entrepreneur or do you want to set up a business? If that's the case, a one-stop shop for entrepreneurs can help you with all kinds of administrative tasks: applying for a professional card, registering with 'Kruispuntbank van Ondernemingen' ... They also organise training courses, provide assistance with subsidy files... There are 8 recognised one-stop shops.

More info and contact

www.economie.fgov.be

> Search for 'one-stop shops'

OOG

If you are an entrepreneur, the OOG (Ghent Centre for Entrepreneurial Support) answers all your questions with regard to your company free of charge: setting up a business, choosing a good location, recruiting the right staff ...

More info and contact

www.stad.gent > Search for 'OOG'

Trade unions

If you want, you can join a trade union. Trade unions represent employees during negotiations with employers about working conditions and salaries, defend employees in case of conflicts and pay out unemployment and integration benefits. The representative trade unions are ACV, ACLVB and ABVV.

More info and contact

www.vlaanderen.be > Search for 'trade unions'

VDAB

VDAB (Flemish Service for Employment and Vocational Training) supports you in finding a job. The organisation also mediates between employers and employees.

More info and contact

www.vdab.be





EMERGENCY NUMBERS

Belgian Poison Centre	070 245 245
Awel (helpline for children and youngsters)	102
Burn centre	09 332 34 90
Card Stop	078 170 170
Child Focus (missing children)	116 000
Drugs helpline	078 15 10 20
Doc Stop	00800 2123 2123
Gas smell	0800 65 065
Violence, abuse and mistreatment helpline	1712
Tele-Onthaal (crisis helpline and support)	106
Trust centre for abuse of elderly people	078 15 15 70 or 1712
Trust centre for child abuse	09 216 73 30
Suicide prevention hotline	1813

Dit is de Engelse vertaling van de brochure 'Welkom in Gent - informatie voor niet-Belgen'.
Verspreid ze altijd samen met de originele Nederlandse tekst.