



YOU AND

the intersectoral gateway

Dutch



Opgroeien

Jeugdhulp

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Spotted a difficult word? Look it up on the list on page 18

WHAT IS THE INTERSECTORAL GATEWAY?

Sometimes you need long-term, intensive and specialised youth support, for example:

- > a boarding-school for children with a disability;
- > a foster family;
- > a stay in a youth support facility;
- > etc.

You can't access this help on your own. You need an admission from the intersectoral gateway.

If you are a minor with a disability and need financial assistance for appliances or adaptations in your home, you are also required to apply for this via the gateway.

The gateway is part of Opgroeien. This is an agency of the Government of Flanders ■

There is a gateway in each province and in Brussels

DIAGRAM: FROM REGISTRATION TO HELP

STEP 1: Registration

WHAT? Registration document (A-doc)

BY WHOM? Contact person

STEP 2: Intersectoral gateway

	STEP 2A	STEP 2B
WHAT?	Assessment report	Proposal for youth support
BY WHOM?	Assessment team (file manager)	Youth support management team (youth support manager)
HOW LONG?	30 working days:	15 working days:

STEP 3: Youth support

WHAT? Youth support decision

BY WHOM? Support worker

STEP 1: YOU WANT TO MAKE AN APPLICATION TO THE GATEWAY. HOW DO YOU DO THAT?

Together with your support worker, you decide to submit an application for extra support. You fill in a document together in order to register. Your support worker sends that to the gateway via the online system INSISTO.

We call the support worker who registers you with the gateway the 'contact person'. He is an important go-between. The gateway keeps him up-to-date on all decisions. Generally, your contact person receives information from the gateway earlier than you, so that he can explain everything properly to you.

You can also get in touch with your contact person:

- > with questions, for example: what progress has been made with your application?
- > if something changes and the gateway needs to know about it, for example: you have moved.
- > if the requested support has not yet commenced and you now need different help or support, for example therapy. Your contact person won't always be able to help you but will always refer you to the right support. Alternatively, he can make arrangements with the support workers who are already helping you. ■

*We call the support worker who registers you with the gateway the 'contact person'.
He is an important go-between*

STEP 2: YOU REGISTER. NOW WHAT?

Your registration document comes to the gateway. The gateway staff members will determine who receives what kind of youth support. For this reason, they are right up-to-date with all types of youth support and all youth support workers in your region.

STEP 2A: THE ASSESSMENT TEAM ASSESSES WHAT SUPPORT IS THE BEST FOR YOU

The assessment team will be the first to handle your request for support. You will be given a file manager. This staff member will keep track of your application.

The team discusses your application. If you requested a meeting in your registration document, the team will send you an invitation. If you did not request such a meeting, the team will base its decision on the information in your application.

If your file manager thinks that important info is missing, he will contact your contact person. He will discuss it with you and pass on the necessary info.

The assessment team then decides what support is best for you.

RESPONSE WITHIN 30 DAYS

You will receive an **assessment report** within 30 days. It will state the following:

- > what type of support you are entitled to, for example shelter and counselling, foster care, diagnostics, etc. ;
- > how long you are entitled to this support.

AND IF YOU DON'T AGREE WITH THE PROPOSED SUPPORT?

If you don't think the support in the report is what you need, you can request a '**second opinion**' from the assessment team from a different region. You decide which region. The team from that region does not read the first report.

If the second team makes a different proposal in its report, you decide which report you wish to follow.

STEP 2B: THE YOUTH SUPPORT MANAGEMENT TEAM SAYS WHO CAN HELP YOU

The assessment report states what support is best for you. The report does not say where you can get that support. That is the job of the **youth support management team** at the gateway.

The people working in that team are called **youth support managers**. They will first look at which youth support professionals can help you. Together with you, your parents and your contact person, they will look into who can really help or support you

The number of young people requesting support often exceeds the availability. In this case, you will be added to a **waiting list**.

The youth support management team may decide to give priority to a certain young person. Your youth support manager does not take this decision on his own. He does it in consultation with his colleagues. If your request for help is given priority, support workers must help you first, as soon as a space becomes available

RESPONSE WITHIN 15 DAYS

The youth support management team will send a first **proposal for youth support** to your contact person within 15 days. It will say who can provide the help you are entitled to. If there is more than one organisation that can help you, you can then choose:

- > to visit the organisations;
- > to check out their website;
- > to talk it over with your contact person.

When you have made a decision, the organisation has to agree. The help will start as soon as a place becomes available. ■

AND WHAT IF YOU CAN'T FIND HELP?

If you can't find any help, you should contact your youth support manager so that he can assist you in your search. He can organise a **discussion** with you, your parents and the support workers who can help you.

Still no luck? Then your youth help manager can decide who **must** help you.

STEP 3: YOU RECEIVE SUPPORT. THE GATEWAY CLOSES YOUR FILE.

Once your support begins, you will receive a **youth support decision**, stating who is offering the support and how long it will last. If you do not have another application pending at the gateway, your file will be closed. The gateway teams will no longer monitor you.

The assessment report states the period you are entitled to this support. If the period is over and you still need support, you and your support worker will have to submit a new application to the gateway. Make sure you do this in time so that any further help can continue where your current support leaves off.

WHO MONITORS THE SUPPORT?

Are you satisfied with your support? Is everything going as it should? Is it the right support for you? etc. You discuss all this with your support workers. This **assessment** has to take place once every six months.

Are you dealing with various support workers? Are you no longer sure who does what? Have you lost track of things? . You can request a free client consultation via the **jeudghulp.be** website; choose **Startpunt jongere**. During a client consultation, you will make specific arrangements with the support workers and important people around you. ■

Would you like to receive help from a different organisation, for instance, because this organisation is closer to home?

That can be arranged, but you will first have to request this via the gateway

WHAT IF YOU'RE ALREADY 18?

Youth support normally comes to an end when you turn eighteen. However, sometimes you may still need youth support. And that is possible. Support via the intersectoral gateway is also possible, for example if you go to live on your own. But you will have to apply for support before your 18th birthday.

If the assessment report states that you are entitled to support once you're 18 or older, you do not need to do anything. The support will continue.

There is, of course, support for adults. Ask your support worker about this well in advance.

SPECIAL PROCEDURES

YOU ARE SUBMITTING AN APPLICATION ON YOUR OWN

Are you certain that the support you need is only available via the gateway? If you are unable to find a support worker who is prepared to do the registration with you, you can submit an application yourself.

When can you submit an application on your own?

- > you have a certificate from a support worker stating that he cannot help you with your application.
- > you have requested mediation between you and the support worker who refuses to help you submit your application (see page 16).
- > no procedure may be pending at the Confidential Centre on Child Abuse and Neglect or the Youth Care Support Centre.

YOUR APPLICATION IS FAST-TRACKED

Sometimes you can't wait any longer for support.

- > the assessment team will then draw up a report within five working days;
- > the youth support management team will very quickly investigate whether you can start with the necessary support immediately.

Such an application is called a 'fast-track assessment and allocation' (VIST). Your contact person will know when he can submit this sort of application. Ask him for further information.

IF YOU WANT TO KNOW MORE ABOUT THE YOUTH CARE SUPPORT CENTRE, READ THE BROCHURE ON THE JEUGDHULP.BE WEBSITE, UNDER ACTUA/PUBLICATIES.

YOU ARE REQUESTING APPLIANCES OR ADAPTATIONS

Do you have a disability? If so, you can request a financial allowance for appliances or adaptations, for example to your home. This is called 'Individual Material Assistance' (IMB).

You make your first application for this allowance at the gateway before you reach the age of 18. The assessment team will draw up a report. The team will then forward your application to the Flemish Agency for Persons with a Disability (VAPH).

The VAPH decides whether or not you will receive the allowance. Throughout the validity of the assessment report, you can request all further allowances directly from the VAPH.

Do you have a disability? Then you can request a financial allowance

YOU ARE APPLYING FOR AN EMERGENCY PERSONAL SUPPORT BUDGET

Are you older than six and do you have an illness which will mean you will very soon be unable to care for yourself? In this case, you can be allocated a **personal support budget (PAB)** via an emergency procedure. The assessment team will process your request within two weeks. ■

WHAT ARE YOUR RIGHTS AND OBLIGATIONS WITHIN THE YOUTH SUPPORT SERVICE?

Within the youth support service, you have a lot of rights, but also some obligations.

More information can be found at:

- > rechtenindejeugdhulp.be;
- > jeugdhulp.be, under the heading Startpunt jongere

PREFER A BROCHURE?

Then take a look in:

- > 'This is how it works at the integral youth support service' (brochure for over 12s);
- > 'My rights within the youth support service' (brochure for under 12s).

You can request these via:

info@tzitemzo.be

tzitemzo.be

09 233 65 65.

BRING SOMEONE WHO YOU TRUST

It is sometimes difficult to talk about your situation or problem. That's why you can always bring someone you know and trust with you when you meet your support worker. The trusted person:

- > must be 18 or older;
- > is able to submit a certificate of good conduct.

This person can be a member of your family, a friend, your doctor, a support worker, a teacher, a lawyer, etc.

WHAT CAN THAT PERSON DO?

- > defend your interests;
- > address support workers on behalf of you or your parents;
- > request mediation

(see page16)

- > monitor your situation.

The support workers must always keep the trusted person fully informed about decisions on your support. ■

QUESTIONS OR COMPLAINTS

Do you have a question? A complaint? Talk it over with a friend, your teacher, a support worker, a youth worker. They will help you find a solution.

If that doesn't work, you can:

- > request mediation;
- > contact the JO line (Young People Helpline).

MEDIATION

If you have a conflict with a support worker and you are unable to work things out together, you can request mediation free of charge. You and your support worker must both agree to this.

You will then hold one or more conversations led by a mediator. That is a neutral person who listens to both of you. During the mediation you can have your say and, for instance, can explain why you feel the support worker should help you to register. You look for a solution together. ■

Where can you find mediation?

You can request mediation via the jeugdhulp.be website under the heading Startpunt jongere.

JO LINE (Young People Helpline)

Are you looking for information, advice or do you have complaints? Call or write to JO line That's the help line of Youth Support within Opgroeien.

Call us free-of-charge on 0800 900 33

- > Monday from 10.00 a.m. to 1.00 p.m.
- > Wednesday from 1.00 p.m. to 5.00 p.m.
- > Thursday from 10.00 a.m. to 1.00 pm.
- > Friday from 1.00 p.m. to 5.00 p.m.

E-mail

to jo-lijn@opgroeien.be

write to

JO line
Hallepoortlaan 27
1060 Brussels

GLOSSARY

Words with a * are also on this list.

Assessment team

The assessment team will be the first to handle your application for youth support at the gateway. The team will look into what support is best for you. It will base its decision on the information that you gave in the registration document or in a meeting

Type module

A type module is one clearly outlined unit within the youth support service, for instance 'assistance', 'diagnostics' or 'day care'. It describes the key task or function of the support. The assessment report* will state which type modules you are entitled to.

Module

Modules are derived from type modules*. They show which providers offer a given type of support and where. Modules also contain important practical information about the support.

Assessment report

This report states which help or support you are entitled to and for how long. If the assessment team* is of the opinion you are not entitled to extra help through the gateway, the team will give you information on alternatives.

Youth support management team

The youth support management team investigates which providers can offer you suitable help. It will base its decision on the assessment report*. The team makes its decision together with you, your parents and the contact person*.

Contact person

We call the support worker who registers you with the gateway the 'contact person'. The gateway will keep him informed of all decisions. You can also ask your contact person questions about your support. Or about the progress of your application with the gateway.

Proposal for youth support

This is a document created by the youth support management team*. It states a number of organisations which provide the youth support that you need, and which therefore can help or support you.

Youth support decision

This document will be given to you by the youth support management team* as soon as your help or support starts. It states who offers the support and until when. Young people above the age of 12 receive this decision themselves by post. For children under the age of 12, the decision will only be sent to the legal representative.

Mobile support

That is support you receive at home, at school or somewhere else, but not in a facility.

Outpatient support

You receive support in a facility, but you do not stay overnight.

Residential support

You receive support in a facility and also stay the night there.

Youth care support centre and Confidential Centre on Child Abuse and Neglect

These services investigate and decide whether you need help to guarantee your safety or development, even if you and/or your parents are not keen on this.

This is still voluntary youth support; therefore, you and your parents need to agree. You cannot however simply decide to change or stop the support provided. Your family needs to decide this together with the support workers and with the Youth Care Support Centre or the Confidential Centre on Child Abuse and Neglect.

We call these two organisations 'mandated services'. ■

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More information

opgroeien.be
jeugdhulp.be

Catalogue number

D/2021/3241/259