

Raphaelswerk e.V.

## SWITZERLAND: Information for refugees who are returned to Switzerland

Drawn up in May 2022

Under the Dublin Regulation, refugees may be transferred to the EU country responsible (in most cases, the country of first entry), so that the asylum procedure is carried out there. Refugees who have already been recognised in another EU country will be returned to that country based on the safe third country clause because their asylum application is not admissible in Germany.

For many refugees, their imminent return to another EU country creates great uncertainty.

Our guide is intended for advisers, voluntary support groups and people who are affected. It is supposed to show existing services and contacts. Refugees will be given information about their situation after being returned as well as addresses of organisations they may contact locally for support.

However, no assessment of these organisations and services is made. We do not claim that the list is exhaustive.

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## Procedure after re-entry into Switzerland

In most cases, persons who are transferred to Switzerland under the Dublin Regulation arrive at the airports in Zurich, Geneva or Basel or enter the country by crossing the land border.

The Swiss authorities have been informed of the arrival, and returnees are received by the police at the airport or at the border. The police will inform them about the further course of action and of the authority (Federal Asylum Centre or Cantonal Immigration Authority) to which they must report. The police will give them a public transport ticket for travelling there. For anyone requiring support for health reasons, transport from the airport or from the border to the competent authority will be organised.

### What needs to be done first?

That depends on whether the person concerned left Switzerland while the asylum procedure was in progress or whether he/she had not yet initiated an asylum procedure before leaving Switzerland. Depending on the situation, different steps must be taken:

#### 1) The person concerned had not yet lodged an application for asylum in Switzerland before his/her departure.

After arrival, the police will inform asylum seekers of the Federal Asylum Centre they must contact. There they will lodge their asylum application according to the procedure described below.

#### 2) The person concerned had already lodged an application for asylum in Switzerland and left Switzerland during the asylum procedure.

- a) **A decision in favour of granting the asylum application has been taken:**  
Protection status has been granted. The person concerned has residence status in Switzerland. The decision is sent to the last known postal address of the asylum seeker or to his/her authorised representative. Upon arrival, returnees are informed of the stage of the procedure. If this does not happen, returnees should contact their previous legal representative or an advisory centre. The competent Cantonal Immigration Authority will issue them with a residence permit.
- b) **No decision has yet been taken on the asylum application:**  
The police will inform asylum seekers of the Cantonal Immigration Authority to which they have been assigned. They must report to the authority, so that their asylum procedure can be resumed. If they have not yet been assigned to any canton, they must first report to a Federal Asylum Centre.
- c) **The asylum application was rejected:**  
The decision is sent to the last known postal address of the asylum seeker or to his/her authorised representative. Upon arrival, returnees are informed of the stage of the procedure. An appeal against a negative decision may only be lodged within a certain period of time from receipt of the decision. This period will also begin to run if the person concerned has no knowledge of the decision.

### 3) The person concerned had already been granted protection status when he/she left Switzerland.

If their residence permit expired during their absence or if other problems arise, returnees are advised to contact an advisory centre.

## Residence status in Switzerland

### International protection:

- **Refugee status:**  
Recognised refugees are granted a residence permit for one year ("annual residence permit B"). The canton of residence will extend the residence permit if the conditions continue to be met. They are entitled to family reunification.
- **Temporarily admitted foreign nationals:**  
Persons who are not recognised as refugees but cannot be deported for certain reasons are granted a residence permit as "temporarily admitted foreign nationals" (permit F). This residence permit is valid for a maximum period of 12 months and may be extended by the canton of residence if the conditions continue to be met. The persons concerned are entitled to family reunification after 3 years subject to certain conditions.
- **Temporarily admitted refugees:**  
Persons qualifying as refugees who are, however, not granted asylum because of exclusion criteria are admitted temporarily. They are issued with a residence permit as "temporarily admitted refugees" (permit F). This residence permit is valid for a maximum period of 12 months and may be extended by the canton of residence if the conditions continue to be met. The persons concerned are entitled to family reunification after 3 years subject to certain conditions.

## Procedures under the law of residence / asylum procedures

An asylum application may be lodged when entering the country, i.e. at the border, or with a Federal Asylum Centre. Asylum seekers are then assigned to a Federal Asylum Centre where the asylum procedure will be carried out. They will also be accommodated there.

During the first phase, the so-called **preparatory phase**, the asylum seeker's identity is established and an examination takes place to find out whether Switzerland is responsible for the asylum procedure. Moreover, an initial interview regarding the travel route is conducted and a medical examination is carried out. This phase lasts approx. three weeks.

Once the asylum application is admitted, the accelerated procedure begins and a detailed interview takes place. As soon as all the required facts are available, a decision on the asylum application is to be taken within 8 workdays of the interview (**accelerated procedure**).

### Extended procedure

If no decision can yet be taken after the interview, the **extended procedure** is carried out and further necessary questions are clarified. Asylum seekers are assigned to a canton and accommodated there. If necessary, a second interview will take place. The extended procedure is not supposed to go on for more than one year in total.

## Decision

If a decision in favour of granting the asylum application is taken, refugee status will be granted and a residence permit will be issued. Following the accelerated procedure, the person concerned will be assigned to a canton. If an extended procedure was carried out, the person concerned will remain in the canton to which he/she had already been assigned. The canton is responsible for integration.

In the case of a negative decision, the person concerned must leave Switzerland. If this is not possible within the maximum period of stay at the Federal Asylum Centre (140 days), the person concerned will be assigned to a canton.

If it is not possible for the person concerned to return to his/her country of origin following a negative decision, he/she will be admitted temporarily, either as a temporarily admitted refugee or as a temporarily admitted foreign national. After the accelerated procedure, the person concerned will be assigned to a canton. If an extended procedure was carried out, the person concerned will remain in the canton to which he/she had already been assigned.

## Appeal

An appeal against the negative decision on the asylum application may be lodged with the Federal Administrative Court. Under the accelerated procedure, the time limit to do so is usually 7 workdays, under the extended procedure 30 calendar days. However, shorter time limits may apply; for example, in the case of asylum seekers from safe countries of origin, the time limit under the accelerated procedure is only 5 workdays. Therefore, the person concerned should pay close attention to the time limit specified in the decision.

## Legal advice and legal assistance

Asylum seekers are entitled to free legal advice and legal representation during the asylum procedure. A legal adviser is assigned to them, who will give them advice on the asylum procedure, attend the interviews and represent them during the asylum procedure.

Asylum seekers receive advice at the Federal Asylum Centres or, in the extended procedure, from legal aid offices in the cantons. Such consultation is conducted by organisations that are independent of authorities.

## Interpreting

During the interview, asylum seekers are entitled to an interpreter if they do not have sufficient language skills.

## Subsequent applications

If new circumstances arise, a new application for asylum (subsequent application) may be lodged. This is possible if there are new reasons for fleeing one's country of origin or if the situation in the country of origin has changed substantially. Subsequent applications are handled in accordance with the same procedure as initial applications. Asylum seekers who have lodged a subsequent application are not accommodated in a Federal Asylum Centre but placed in emergency accommodation organised by the cantons.

## Safe countries of origin

If asylum seekers come from a safe country of origin, their asylum application will be rejected as inadmissible. Among the safe countries of origin are (as at May 2022): Albania, Benin, Bosnia-Herzegovina, Georgia, Ghana, India, Kosovo, Moldavia (excluding Transnistria), Mongolia, Montenegro, North Macedonia, Senegal and Serbia. It is possible to appeal against the non-admission of an application for asylum within five workdays.

## Competent authorities

Stage of the procedure	Competent authority (FR)	Competent authority (EN)
Application	<i>Secrétariat d'Etat aux migrations</i>	State Secretariat for Migration
Dublin procedure	<i>Secrétariat d'Etat aux migrations</i>	State Secretariat for Migration
Refugee status	<i>Secrétariat d'Etat aux migrations</i>	State Secretariat for Migration
Appeal	<i>Tribunal administratif fédéral</i>	Federal Administrative Court
Subsequent application	<i>Secrétariat d'Etat aux migrations</i>	State Secretariat for Migration

Source: Country Report: Switzerland; aida Asylum Information Database; 2021 update

## What duties do asylum seekers have in Switzerland?

Asylum seekers are obliged

- to remain in Switzerland until a decision on the asylum application is taken;
- to cooperate with the Swiss authorities, i.e. to provide the information required, to submit documents, to keep appointments;
- to have their fingerprints and photographs taken;
- to undergo a medical examination;
- to inform the authorities of their address in Switzerland and any changes.

## What rights do asylum seekers have in Switzerland?

During the asylum procedure, asylum seekers are entitled

- to remain in Switzerland until a decision on the application is taken;
- to free legal advice;
- to interpreters free of charge;
- to health care;
- to accommodation;
- to financial support if they have no means of their own.

In the event of any discrimination or infringement of rights, an advisory centre of an NGO should be contacted; see addresses in the annex.

## Return to the country of origin

For some countries and on certain conditions, refugees who want to return to their country of origin may receive financial support for their return to and reintegration into the country of origin.



The Federal Asylum Centres or non-governmental organisations or asylum authorities or foreigners' registration offices in the cantons offer return counselling.

Further information: <https://www.youproject.ch/home.html>

Counselling in the Federal Asylum Centres: <https://www.youproject.ch/counselling-in-the-federal-centers.html>

Counselling in the cantons: <https://www.youproject.ch/cantonal-counselling.html>

## Identification document for asylum seekers and beneficiaries of protection

**Asylum seekers** going through the asylum procedure are issued with a permit N for asylum seekers. This document entitles them to stay in Switzerland for the duration of the asylum procedure.

**Recognised refugees** receive a residence permit B. They can apply to the canton of residence for issue of such a permit.

**Temporarily admitted refugees** and **temporarily admitted foreign nationals** are given a residence permit F.

## Accommodation after re-entry

During the preparatory phase and for the duration of the accelerated procedure, asylum seekers are accommodated in a Federal Asylum Centre. They may stay there for a maximum period of 140 days. The Centres are large accommodation facilities that have room for several hundred people. The Federal Asylum Centres where the asylum procedures are carried out are located in Altstätten, Basel, Boudry, Bern, Chiasso/Balerna and Zurich.

Under the extended procedure, asylum seekers are assigned to a canton and accommodated there. Accommodation mainly consists in large facilities with shared accommodation. These are run by privately owned companies or welfare organisations. In some cantons, asylum seekers are accommodated in apartments at a later time. Wherever possible, families are placed in individual accommodation. Unlike the Federal Asylum Centres, most centres in the cantons do not impose rigid time limits, so that asylum seekers can leave the centres without having to obey strict rules; they can also do their own cooking there. The conditions in the centres vary greatly in the cantons.

Rejected asylum seekers who had already been assigned to a canton but are obliged to leave the country are placed in emergency accommodation.

Returnees under the Dublin Regulation are accommodated in a Federal Asylum Centre or placed in cantonal accommodation, depending on the stage of their asylum procedure.

As soon as the asylum procedure is concluded, recognised refugees, temporarily admitted refugees or temporarily admitted persons will be assigned to a canton.

Persons whose application for asylum was rejected are transferred to another Federal Asylum Centre (departure centre) and will remain there until they are deported. If they cannot be deported within the maximum period of stay of 140 days, they will be handed over to a canton. The canton in which the Federal Asylum Centre is located is responsible in this regard.

Some Federal Asylum Centres and cantonal centres are in very remote areas. Access to NGOs and legal advice is difficult there because of the isolated location.

## Access to housing

Recognised refugees, temporarily admitted refugees and temporarily admitted persons are assigned to a canton in which they must stay. This canton is responsible for their accommodation. If the person concerned wants to change the canton, he/she must apply to the Immigration Authority. As long as the persons concerned are on social assistance, the canton will assign them an apartment or accommodation facility. This is the case until they no longer depend on social assistance and are able to rent an apartment themselves.

## Material and financial aid for asylum seekers

For the entire duration of the asylum procedure, asylum seekers are provided with accommodation, food, clothes and other items for everyday use, either in the form of benefits in kind or financial benefits.

Persons whose application for asylum was rejected and who are obliged to leave the country no longer receive benefits in the same way as asylum seekers but emergency assistance. Emergency assistance covers existential needs, mostly in the form of benefits in kind.

The amount of the benefits for asylum seekers and of emergency assistance may vary greatly from canton to canton.

## Access to health care

**Asylum seekers** have access to health care for the entire duration of the asylum procedure. While they are staying at a Federal Asylum Centre, they are entitled to all the necessary medical and dental treatments. At first, they are treated by the health service at the Centre and then, if necessary, referred to a specialist. As soon as they are assigned to a canton, that canton will be responsible for their medical care. In some cantons, asylum seekers have a restricted choice of doctors, hospitals and insurance companies. Asylum seekers whose application for asylum was rejected and who are on emergency assistance also remain medically insured.

**Beneficiaries of protection** are obliged to take out health insurance like everyone living in Switzerland. All persons are entitled to basic care under the basic insurance. For persons without any income, this is covered by social assistance. In some cantons, temporarily admitted foreign nationals have a restricted choice of doctors, hospitals and insurance companies.

## Access to the labour market

**Asylum seekers** who have been placed in a Federal Asylum Centre are not permitted to work. Asylum seekers who have been assigned to a canton may apply for a work permit. This permit is only granted if no workers with a prior claim are available.

**Recognised refugees, temporarily admitted refugees and temporarily admitted foreign nationals** have free access to the labour market. Employers must notify the competent cantonal authority of their employment and adhere to the salary and working conditions that are common in the region.



It is especially difficult for temporarily admitted foreign nationals to find work because of their limited stay in the country. Another obstacle is the non-recognition of qualifications.

## Access to social services

**Asylum seekers** receive material and financial aid during the asylum procedure as described above.

**Recognised refugees and temporarily admitted refugees** are entitled to social assistance in the same manner as Swiss citizens.

**Temporarily admitted foreign nationals** are entitled to social assistance as determined in their canton of residence. Their claim is lower than that for recognised refugees and temporarily admitted refugees and varies greatly in the different cantons.

## Access to educational institutions

In Switzerland, compulsory school attendance begins with kindergarten and applies to all children between the age of 4 and 16. Children of asylum seekers who are accommodated in Federal Asylum Centres are mostly taught in the Centres. The rules, such as lessons per week, vary from canton to canton.

After being assigned to a canton, the children's schooling is governed by cantonal provisions; in some cantons, children of asylum seekers are included in regular classes, in others there are special classes. The language instruction offered in the different cantons varies as well.

Asylum seekers between the age of 16 and 18 who are not obliged to attend school any more encounter problems with access to education. This especially concerns access to secondary schools or training courses. There are often administrative obstacles in this connection.

Children of asylum seekers whose application for asylum was rejected may also face problems with regular school attendance; in some cantons, they are only permitted to attend special classes.

Recognised refugees have the same rights with regard to access to educational institutions as Swiss citizens.

## Vulnerable persons

Swiss law does not define any categories of vulnerable persons. According to an aida report<sup>1</sup>, there are no standard procedures to ascertain vulnerability. For example, not every Federal Asylum Centre performs psychological screenings when refugees arrive there. Consequently, there is no guarantee that asylum seekers with special needs are recognised at an early stage of the asylum procedure and supported appropriately<sup>2</sup>. For example, this concerns asylum seekers with mental problems or disabilities.

There are special provisions and procedures to identify victims of human trafficking during the asylum procedure and to determine the age of unaccompanied minors. Moreover, there are

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<sup>1</sup> Country Report: Switzerland; aida Asylum Information Database; 2021 update, p. 57

<sup>2</sup> <https://www.unhcr.org/dach/ch-de/asylsuchende-mit-besonderen-bedurfnissen-rasch-identifizieren-und-unterstutzen>



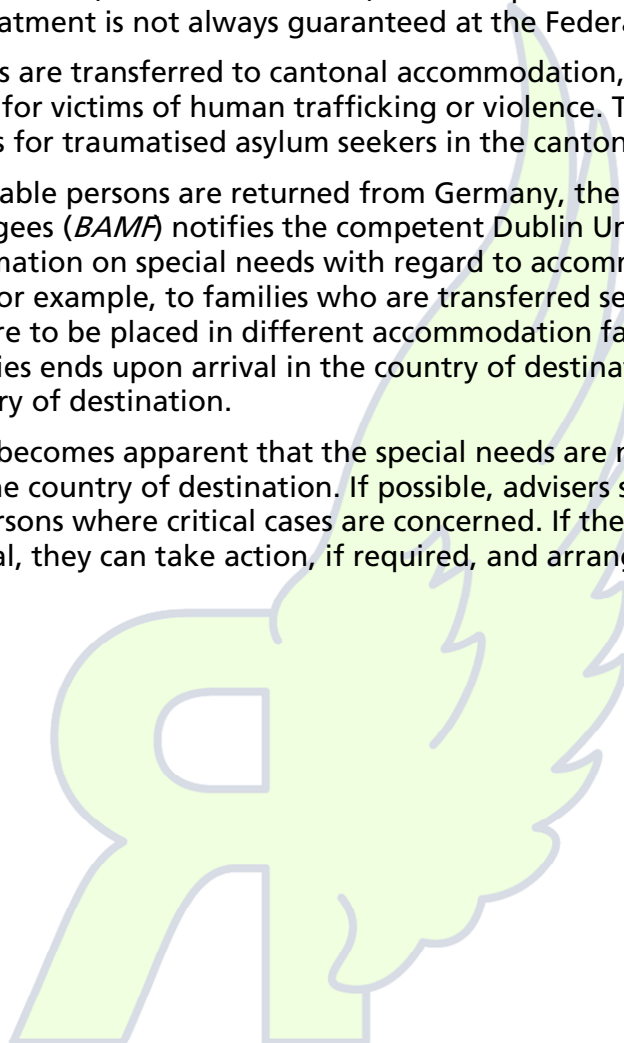
special guarantees regarding the procedure for victims of human trafficking, unaccompanied minors and victims of gender-related violence; for example, refugees may request the presence of persons of a certain sex for the interview (female/male interviewers and/or interpreters). Traumatization is to be taken into account when the credibility of statements is assessed. During the asylum procedure, domestic violence, forced marriage and sexual violence are to be considered as gender-specific reasons for fleeing one's country of origin.

The accelerated asylum procedure, which involves a decision after a maximum period of 140 days, is usually also carried out for vulnerable asylum seekers. Meanwhile, all asylum seekers are accommodated in the Federal Asylum Centres. Some Centres have separate buildings or sections for vulnerable persons, women or families, but no separate accommodation facilities. Access to psychiatric treatment is not always guaranteed at the Federal Asylum Centres.

Likewise, when refugees are transferred to cantonal accommodation, there is hardly ever any special accommodation for victims of human trafficking or violence. There are often not enough therapy options for traumatised asylum seekers in the cantons.

In the event that vulnerable persons are returned from Germany, the German Federal Office for Migration and Refugees (*BAMF*) notifies the competent Dublin Unit in Switzerland. The notification gives information on special needs with regard to accommodation and medical care. This also applies, for example, to families who are transferred separately due to violence within the family and are to be placed in different accommodation facilities. The responsibility of the German authorities ends upon arrival in the country of destination and will pass to the authorities in the country of destination.

In practice, however, it becomes apparent that the special needs are not always sufficiently taken into account in the country of destination. If possible, advisers should remain in touch with the transferred persons where critical cases are concerned. If their needs are not taken into account after arrival, they can take action, if required, and arrange contact with relief organisations.



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## Annex: Where can I get advice and support?

### Information material on Switzerland for refugees in various languages

#### Information provided by the State Secretariat for Migration (SEM):

- **Explanatory videos about the asylum procedure** in various languages:  
<https://www.youtube.com/playlist?list=PLJ0pOJtH6tfbKA0wYPiE8gNlRc2zOdsLs>
- **Information on the asylum procedure:**  
<https://www.sem.admin.ch/sem/de/home/asyl/asylverfahren.html>

**asyl-info.ch:** Basic information for asylum seekers in 12 languages about the asylum procedure, Federal Asylum Centres, living in Switzerland and health: [www.asyl-info.ch](http://www.asyl-info.ch) (This website can only be called up from Switzerland.)

#### Information brochure of the State Secretariat for Migration (SEM) for refugees and temporarily admitted persons

Brief information for: recognised refugees (permit B), temporarily admitted refugees (permit F), temporarily admitted persons (permit F), in 13 languages:  
<https://www.sem.admin.ch/sem/de/home/publiservice/publikationen.html#-659243951>

#### The asylum procedure:

Information provided by the Swiss Refugee Council about the asylum procedure, in English, German and French: <https://www.refugeecouncil.ch/topics/asylum-in-switzerland/the-asylum-procedure>

#### Medic-Help Asyl

Health information provided by the Swiss health authorities for asylum seekers, in numerous languages: <https://www.medic-help.ch/en/>

#### migesplus: health info for all

Website of the Swiss Red Cross providing health information in numerous languages:  
<https://www.migesplus.ch/>

#### w2eu.info – welcome to europe

Independent information for migrants and refugees in Switzerland, in English, French, Arabic and Farsi, compiled by a network of activists and organisations from Europe and North Africa, containing addresses of relief organisations: <https://w2eu.info/en/countries/switzerland>

## Contacts / local advisory services

### Asylum authority

#### State Secretariat for Migration SEM

Quellenweg 6

3003 Bern

Tel. +41 58 465 11 11

<https://www.sem.admin.ch/sem/de/home/sem/kontakt.html>

Addresses of Federal Asylum Centres:

<https://www.sem.admin.ch/sem/de/home/asyl/adressen.html>

### Advisory services

#### Schweizerische Flüchtlingshilfe (SFH)

#### Organisation Suisse d'Aide aux Réfugiés (OSAR)

#### Organizzazione svizzera d'aiuto ai rifugiati (OSAR)

#### Swiss Refugee Council (OSAR)

Weyermannsstrasse 10

3001 Bern

Tel. +41 31 370 75 75

Contact:

DE: <https://www.fluechtlingshilfe.ch/kontakt>

FR: <https://www.osar.ch/contact>

EN: <https://www.refugeecouncil.ch/contact>

Legal Consultation Hours: +41 31 370 75 99

#### Caritas Switzerland

Adligenswilerstrasse 15

6002 Lucerne

Tel. +41 41 419 22 22

E-mail: [info@caritas.ch](mailto:info@caritas.ch)

[www.caritas.ch](http://www.caritas.ch)

Legal advice for asylum seekers in the cantons Friburg, Neuchâtel, Jura and Central Switzerland

Return counselling in the cantons Obwalden, Schwyz and Zug

#### Schweizerisches Arbeiterhilfswerk SAH SCHWEIZ (Swiss Workers' Relief Organization)

SAH OSEO SOS

National Secretariat:

Schwarztorstrasse 18

3007 Bern

Tel. +41 31 380 14 01

E-mail: [info@sah-schweiz.ch](mailto:info@sah-schweiz.ch)

Advice on asylum procedure and legal representation:

- SOS Ticino: <https://www.sos-ti.ch/protezione-giuridica--cfa-.html>
- SAH Zürich: <https://www.sah-zh.ch/angebote/mirsah.html> and <https://www.sah-zh.ch/angebote/baz.html>
- SAH Schaffhausen: <https://sah-sh.ch/rechtsberatungsstelle/>

Further training, language courses and integration into the labour market: [www.sah-schweiz.ch/regionen.html](http://www.sah-schweiz.ch/regionen.html)

**Verband Schweizerischer Jüdischer Fürsorgen  
(Association of Swiss Jewish Refugee Aid and Welfare Organisations)**

Dr. Georg Guggenheim-Haus

Dreikönigstrasse 49

8002 Zurich

Tel. +41 44 206 30 60

E-mail: [info@vsjf.ch](mailto:info@vsjf.ch)

[www.vsjf.ch/de/](http://www.vsjf.ch/de/)

Legal advice and social counselling in western Switzerland

**Centre Social Protestant (CSP)**

Tel. +41 32 886 91 00

E-mail: [csp.neuchatel@ne.ch](mailto:csp.neuchatel@ne.ch)

In Geneva, Lausanne, Neuchâtel and Bernese Jura, for contact details see: <https://csp.ch/>

Advice on asylum procedure, legal advice and social counselling

**Schweizerisches Rotes Kreuz (Swiss Red Cross SRK)**

3001 Bern

Tel. +41 58 400 41 11

E-mail: [info@redcross.ch](mailto:info@redcross.ch)

[www.redcross.ch/de](http://www.redcross.ch/de)

Return counselling in the cantons Geneva, Uri and Ticino

Health care for people without a residence permit in the cantons Bern and Zurich

**Internationaler Sozialdienst Schweiz (International Social Service Switzerland)**

Geneva: +41 22 731 67 00

Zurich: +41 44 366 44 77

<https://www.ssi-suisse.org/de/contact>

Legal advice, reintegration in the country of origin

**Legal advice**

**Legal representation for asylum seekers in the Federal Asylum Centres:**

[https://www.fluechtlingshilfe.ch/fileadmin/user\\_upload/Hilfe\\_fuer\\_Asylsuchende/Rechtsberatung\\_gsstellen/BAZ\\_extern.pdf](https://www.fluechtlingshilfe.ch/fileadmin/user_upload/Hilfe_fuer_Asylsuchende/Rechtsberatung_gsstellen/BAZ_extern.pdf)

**Legal advice for asylum seekers in the cantons:**

[https://www.fluechtlingshilfe.ch/fileadmin/user\\_upload/Hilfe\\_fuer\\_Asylsuchende/Rechtsberatung\\_gsstellen/RBSadr\\_extern.pdf](https://www.fluechtlingshilfe.ch/fileadmin/user_upload/Hilfe_fuer_Asylsuchende/Rechtsberatung_gsstellen/RBSadr_extern.pdf)

## **Bern**

Berner Rechtsberatungsstelle für Menschen in Not

Eigerplatz 5

3007 Bern

Tel. +41 31 385 18 20

E-mail: [info@rechtsberatungsstelle.ch](mailto:info@rechtsberatungsstelle.ch)

<https://rechtsberatungsstelle.ch/>

legal advice and representation (asylum law, social security law and racial discrimination)

## **Health care**

### **Schweizerisches Rotes Kreuz (Swiss Red Cross SRK)**

3001 Bern

Tel. +41 58 400 41 11

E-mail: [info@redcross.ch](mailto:info@redcross.ch)

[www.redcross.ch/de](http://www.redcross.ch/de)

Health care for people without a residence permit in the cantons Bern and Zurich

### **Ambulatorium für Folter- und Kriegsoffer SRK (Outpatient clinic for victims of torture and war)**

Werkstrasse 16

3084 Wabern bei Bern

Health care and advice for people without a residence permit in the canton Bern

<https://www.redcross.ch/de/unsere-angebote/unterstuetzung-im-alltag/medizinische-versorgung-fuer-sans-papiers>

### **Meditrina (health care for undocumented migrants)**

SRK Kanton Zürich

Kronenstrasse 10

8006 Zurich

Tel. +41 44 360 28 72

E-mail: [info@srk-zuerich.ch](mailto:info@srk-zuerich.ch)

<https://www.srk-zuerich.ch/fuer-sie-da/vorsorge-gesundheit/medizinische-anlaufstelle-fuer-sans-papiers>

## **Education**

### **Advisory centres regarding work and study in the cantons:**

[www.berufsberatung.ch/dyn/show/8242](http://www.berufsberatung.ch/dyn/show/8242)

### **Advisory centres regarding integration in the cantons and cities:**

[www.sem.admin.ch/sem/de/home/ueberuns/kontakt/kantonale\\_behoerden/kantonale\\_ansprechstellen.html](http://www.sem.admin.ch/sem/de/home/ueberuns/kontakt/kantonale_behoerden/kantonale_ansprechstellen.html)

### **Cantonal integration programmes (KIP):**

[www.kip-pic.ch/de](http://www.kip-pic.ch/de)



## Advice for vulnerable groups

### Verbund support for torture victims

Outpatient clinic for victims of torture and law (Swiss Red Cross)

Werkstrasse 16

3084 Wabern

E-mail: [gi-ambulatorium@redcross.ch](mailto:gi-ambulatorium@redcross.ch)

Tel. +41 58 400 47 77

<https://www.torturevictims.ch/en/>

network of five specialized outpatient clinics with psychotherapeutic treatment and counselling for severely traumatised refugees

Registration: <https://www.torturevictims.ch/hilfe-fuer-folter-und-kriegsopfer/>

### FIZ Fachstelle Frauenhandel und Frauenmigration

Hohlstrasse 511

8048 Zurich

Tel. +41 44 436 90 00

E-mail: [contact@fiz-info.ch](mailto:contact@fiz-info.ch)

[www.fiz-info.ch](http://www.fiz-info.ch)

Advocacy and support for migrant women and victims of trafficking

### ASTREE

Ruelle de Bourg 7

1003 Lausanne

Tel. +41 21 544 27 97/98

E-mail: [info@astree.ch](mailto:info@astree.ch)

[www.astree.ch](http://www.astree.ch)

Advice for victims of trafficking

### Emergency accommodation and help for homeless persons

#### Heilsarmee

Laupenstrasse 5

Postfach

3001 Bern

Tel. +41 (0)31 388 05 91

E-mail: [info@heilsarmee.ch](mailto:info@heilsarmee.ch)

[www.heilsarmee.ch/](http://www.heilsarmee.ch/)

Food and emergency accommodation for homeless people

### Advice on return to the country of origin

- in the Federal Asylum Centers: <https://www.youproject.ch/counselling-in-the-federal-centers.html>
- in the cantons: <https://www.youproject.ch/cantonal-counselling.html>

## Regional services and civil society organisations

### Integration Aargau

Rain 24  
5000 Aarau  
Tel. +41 62 8234113  
E-mail: [integration@integrationaargau.ch](mailto:integration@integrationaargau.ch)  
[www.integrationaargau.ch/](http://www.integrationaargau.ch/)  
Counselling regarding integration and migration

### Freiplatzaktion Basel

Elsässerstrasse 7  
4056 Basel  
Tel. +41 61 6911133  
E-mail: [infos@freiplatzaktion-basel.ch](mailto:infos@freiplatzaktion-basel.ch)  
<https://freiplatzaktion-basel.ch>  
Counselling for migrants

### Solidaritätsnetz Bern

Quartiergasse 12  
3013 Bern  
Tel. +41 31 991 39 29  
E-mail: [info@solidaritaetsnetzbern.ch](mailto:info@solidaritaetsnetzbern.ch)  
<https://solidaritaetsnetzbern.ch/>  
Legal advice and social counselling regarding residence law

### Solidaritätsnetz Luzern

BUNDESHAUS  
Bundesstrasse 13  
6003 Lucerne  
E-mail: [anlaufstelle@solinetzluzern.ch](mailto:anlaufstelle@solinetzluzern.ch)  
<https://solinetzluzern.ch/>  
Legal advice and social counselling

### Solidaritätsnetz Ostschweiz

Tschudistrasse 21  
9000 St. Gallen  
Tel. +41 71 220 17 45  
E-mail: [admin@solidaritaetsnetz.ch](mailto:admin@solidaritaetsnetz.ch)  
<https://www.solidaritaetsnetz.ch/>  
Counselling and German language courses for asylum seekers and refugees

### Asylbrücke Zug

6300 Zug  
E-mail: [info@asylbruecke.ch](mailto:info@asylbruecke.ch)  
<https://asylbruecke.ch/>  
Counselling for asylum seekers

### **Freiplatzaktion Zürich**

Dienerstrasse 59  
8004 Zurich  
Tel. +41 44 2415411  
E-mail: [info@freiplatzaktion.ch](mailto:info@freiplatzaktion.ch)  
<https://freiplatzaktion.ch/>  
Legal advice for asylum seekers and migrants

### **Solidaritätsnetz Zürich**

Verein Solidaritätsnetz Zürich  
Dienerstrasse 59  
8004 Zurich  
Tel. +41 44 2919694  
E-mail: [info@solinetz.ch](mailto:info@solinetz.ch)  
<https://solinetz-zh.ch/>  
Counselling, German language courses and leisure activities for refugees

### **Further Addresses**

#### **Advisory centres migration, racism, asylum law**

<https://www.humanrights.ch/de/ueber-uns/organisation/beratung-adressen/migration/>

#### **Counselling for victims of racism**

<https://network-racism.ch/>

#### **Counselling for people in detention**

<https://www.humanrights.ch/de/beratungsstelle-freiheitsentzug/>

#### **Counselling for undocumented migrants**

<http://www.sans-papiers.ch/index.php?id=92>

#### **Who Is Who directory**

Directory with addresses in Switzerland in the field of refugees, migration and antiracism  
<http://www.sosf.ch/de/service/adressen-who-is-who/index.html>

## **Sources**

- Country Report: Switzerland; aida Asylum Information Database, 2021 Update; <https://asylumineurope.org/reports/country/switzerland/>
- Staatssekretariat für Migration (State Secretariat for Migration), [www.sem.admin.ch/sem/de/home/asyl/asylverfahren.html](http://www.sem.admin.ch/sem/de/home/asyl/asylverfahren.html)
- Schweizerische Flüchtlingshilfe (Swiss Refugee Council), legal department, <https://www.fluechtlingshilfe.ch/>
- Caritas Switzerland, [www.caritas.ch](http://www.caritas.ch)
- Schweizerisches Rotes Kreuz (Swiss Red Cross), department of migration, [www.redcross.ch](http://www.redcross.ch)
- Internationaler Sozialdienst Schweiz (International Social Service Switzerland), [www.ssi-suisse.org/de/contact](http://www.ssi-suisse.org/de/contact)