

The Cantonal Return Counselling Offices

Aargau
Bahnhofplatz 3c
5001 Aarau
T 062 835 18 52
www.ag.ch

Appenzell Ausserrhoden
Kasernenstrasse 17
9102 Herisau
T 071 353 64 56
www.ar.ch

Appenzell Innerrhoden
Marktgassee 2
9050 Appenzell
T 071 788 95 23
www.ai.ch

Basel-Landschaft
Parkstrasse 3
4402 Frenkendorf
T 061 552 51 61
www.migration.bl.ch

Basel-Stadt
Hardstrasse 95 / PF
4002 Basel
T 061 267 58 61/62/64
www.sozialhilfe.bs.ch

Bern / Berne
Effingerstrasse 55
3008 Bern
T 031 385 18 18
www.kkf-oca.ch

Freiburg / Fribourg
Route du Petit-Moncor 1a
1752 Villars-sur-Glâne
026 425 41 63
www.ors.ch

Genève
9, route des Acacias
1211 Genève 4
T 022 304 04 70
www.croix-rouge-ge.ch

Glarus
Asylbetreuung
DZ Rain
Rain 8
8755 Ennenda
T 055 646 67 90
www.gl.ch

Graubünden
Karlihof 4
7001 Chur
T 081 257 25 37
www.afm.gr.ch

Jura
1, rue du 24-Septembre
2800 Delémont
T 032 420 56 84
www.jura.ch

Luzern
Fruttstrasse 15
6002 Luzern
T 041 228 60 39
www.migration.lu.ch

Neuchâtel
Rue de Tivoli 28
Case postale 1
2002 Neuchâtel
www.ne.ch

Nidwalden
Knirigasse 6
6371 Stans
T 041 618 76 20
www.nw.ch

Obwalden, Schwyz, Zug
Bahnhofstrasse 1
6410 Goldau
T 041 859 00 59
Schwyz (OW, ZG)
www.caritas.ch

Schaffhausen
Platz 4
8200 Schaffhausen
T 052 632 76 87
www.sh.ch

Solothurn
Ambassadorshof
4509 Solothurn
T 032 627 84 36
www.so.ch

St. Gallen
Oberer Graben 38
9001 St.Gallen
T 058 229 42 00
www.migrationsamt.sg.ch

Thurgau
Promenadenstrasse 16
8510 Frauenfeld
T 058 345 68 20
www.sozialamt.tg.ch

Ticino
Via alla Campagna 9
6904 Lugano
T 091 973 23 78
www.crocerossaticino.ch

Uri
Gurtenmundstrasse 31
6460 Altdorf
T 041 874 09 81
www.redcross.ch

Valais / Wallis
Zone industrielle 4
Le Botza
1963 Vétroz
T 027 606 18 95
www.vs.ch

Vaud
Ch. de Mornex 3b
1003 Lausanne
T 021 316 97 55
www.vd.ch

Zürich
Schaffhauserstrasse 78
8090 Zürich
T 043 259 52 91
www.sozialamt.zh.ch



Return Assistance: a change of perspective.



+ Return Assistance

www.sem.admin.ch
www.ch.iom.int
www.youproject.ch

www.sem.admin.ch/sem/en/home/en/home/rueckkehr/rueckkehrhilfe.html

What is return assistance?

Return assistance is a service offered to asylum seekers by the State Secretariat for Migration (SEM), implemented in cooperation with the International Organization for Migration (IOM), the cantons, private providers and aid organisations.

The return of asylum seekers is often preceded by difficult decision-making. Return assistance facilitates this process and the associated change of perspective. The resulting support enables a person to carefully prepare for the return trip to the country of last residence or country of origin.

Return assistance is tailored to the needs of the returnee. It covers return counselling and arrangements for the return trip and may include transport from the airport to the final destination as well as start-up financial assistance, medical care, material support for vocational or training projects as well as housing solutions (payment of rent, renovation costs). For vulnerable persons, there are special services.

Who may apply for return assistance?

Return assistance is available to anyone falling within the scope of the Asylum Act (AsylA) and certain categories of people (e.g. victims of human trafficking) falling within the scope of the Foreign Nationals Act (FNA). Recognised refugees may also receive return assistance if they wish to return to their country of origin.

The granting of return assistance is subject to certain conditions. The following categories of people do not qualify for return assistance: persons found guilty of criminal offences, persons who have already received return assistance and persons who come from visa-exempted countries.

What are the benefits of return assistance?

1. Return assistance is adapted to individual needs, with all efforts centred on the individual person.
2. Return assistance provides interested persons with access to information on the situation and opportunities in their country of last residence or country of origin.
3. Return assistance improves the conditions for successful and sustainable reintegration of people and improves their future prospects after their return.
4. Return assistance makes countries of last residence and countries of origin of asylum seekers more willing to cooperate.
5. Return assistance facilitates and increases the number of voluntary and mandatory returns. Departures with return assistance are cheaper than police escorted repatriations.

Where to find more information?

In the return counselling offices in the federal centres and the cantons, where advisors trained in individual counselling are available free of charge.

Consultation is confidential and non-binding. It has no influence whatsoever on a pending asylum application.

The return counselling office will apply to SEM for return assistance on behalf of the interested person.

When to contact a return counselling office?

Return assistance may be applied for at any time during the asylum process. The contact details of cantonal return counselling offices can be found on the back.

