

FINDING YOUR
WAY IN
SWITZERLAND
AS A
REFUGEE

Just follow
the red line!



BFF ODR UFR UFF

Imprint

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Foreword

This information brochure is primarily aimed at refugees, that is to say at persons whose lives and freedom are threatened in their native country and who have found protection in Switzerland. But the organizations involved in refugee aid will also find some useful information in this brochure.

Everyday life and politics, health and education, asylum and integration: these are the spheres of life through which our practical guide will lead you. Besides a wealth of information on the country and population, the brochure contains the addresses of specialized institutions which will help you in various situations.

It is highly probable that you and your descendants will stay in our country and become Swiss citizens. A successful process of integration requires open minds and commitment on both sides, from you as newcomers on the one hand and from the "original" inhabitants on the other.

Let's all seize the chance of getting to know, respect and value one another.

A handwritten signature in black ink, appearing to read 'U. Hadorn'.

Urs Hadorn
Director of the Federal Office for Refugees

SWITZERLAND IN BRIEF

- 8 Country and population
- 9 Form of government
- 10
 - Federal Government
 - Cantons
 - Communes
- 11 Constitutional state

ASYLUM IN SWITZERLAND

- 12 Categories of persons in the asylum sector
 - Asylum seekers
- 13
 - Refugees
 - Temporarily admitted refugees
 - Temporarily admitted aliens
- 14 Regulation of residence
 - Refugees
 - Temporarily admitted refugees
- 14 Choice of domicile
 - Refugees
 - Temporarily admitted refugees
- 15 Family reunion
 - Refugees
 - Temporarily admitted refugees
- 15 Travelling abroad

INTEGRATION

- 18 Promotion of integration
- 19
 - Language courses
 - Literacy courses for adults
 - Occupational programs
 - Job experience
 - Contact networks
- 20 Integration classes for children and adolescents
- 20 Counselling and support
- 21 Swiss citizenship

EVERYDAY LIFE IN SWITZERLAND

- 22 Accommodation
 - Searching for accommodation
 - Rent contract
- 22 Compulsory registration
- 23 Insurance
 - Household contents insurance
 - Private third-party insurance
 - Third-party insurance for motor vehicles
 - Fully comprehensive insurance
 - Third-party insurance for cyclists
- 24 Radio and television licences
- 24 Tax liability
- 25 Public transport
- 26 Private motor vehicles
 - Driving licence
- 26 Emergency phone numbers

EMPLOYMENT

- 27 Work permit
- 28 Searching for a job
- 28 Employment contract
- 29 Unemployment
- 30 Recognition of foreign qualifications
- 31 Trade unions
- 31 Child care

EDUCATION

- 32 Kindergarten
- 32 Compulsory education
- 33 Post-compulsory education
 - Apprenticeships
- 34
 - Intermediate certificate schools
 - Gymnasium (schools with a final examination giving access to university)
- 35 Universities of applied sciences
- 35 University studies
- 35 Professional qualifications for adults
- 35 Educational and professional guidance
- 36 Contributions to education

HEALTH

- 37 Health insurance
 - Basic insurance
 - Additional insurance
- 38 · Participation in costs
 - Premiums
 - Premium reduction
- 39 Basic medical care
 - General medicine
 - Paediatrics
- 40 · Gynaecology
 - Dental medicine
 - Pharmacy
 - Emergencies
 - Outpatients' facility
 - Hospital
- 41 · Psychiatric and psychological care
- 41 Help for victims of torture

SOCIAL SECURITY

- 42 Social insurance schemes
 - Old-Age and Survivors' Insurance (OASI)
- 43 · Disability Insurance (DI)
- 44 · Occupational pension provision
 - Accident Insurance (AI)
- 45 · Unemployment Insurance (UI)
- 46 Additional benefits
 - Maternity benefits
 - Family allowances
- 47 · Supplementary benefits
- 47 No benefits without notification
- 48 Welfare assistance
- 49 Duty to provide security and reimbursement

SWITZERLAND IN BRIEF

Country and population

Switzerland – or the Swiss Confederation as it is officially named – is a small but many-faceted country. With over seven million inhabitants living in an area of 41,284km², Switzerland is one of the most densely populated countries in the world. Roughly twenty per cent of the population are foreigners. The largest Swiss cities are: Zurich, Geneva, Basle, Lausanne and Berne, which is the capital.

There are four official national languages: German, French, Italian and Rhaeto-Romansh, each linguistic region with its own characteristics.

Switzerland is not only a part of Europe from a geographical point of view but also economically and culturally. Owing to a lack of raw materials, the Swiss economy concentrates on the production of high-quality goods and services. The major economic branches are pharmaceuticals, the watch and machine industries, the banking and insurance sectors as well as tourism.

Switzerland is an open-minded and tolerant nation. In the field of foreign affairs Switzerland remains neutral. The Swiss attach great importance to basic social values such as democracy, respect of the rule of law, equality for men and women and religious tolerance.

Form of government

Switzerland is a democratic state. Democracy is the principle according to which the electorate determines the social, economic and political form of the country. Political rights comprise the right of the people to vote and elect their representatives as well as the right of initiative and referendum.

Based on their right to vote, all Swiss citizens over the age of 18 may elect representatives to Parliament at communal, cantonal and national levels; they may also stand for election themselves. Local communal and cantonal government representatives are likewise elected by the population.

The right to vote means that Swiss citizens can vote on whether they agree with new laws or not. Furthermore, through the right of initiative, they can submit changes in the law to the vote themselves. By exercising the right of referendum, they can subsequently demand a popular vote on parliamentary decisions. In a democracy decisions are made by the majority of the population.

In contrast to Swiss citizens, however, foreigners and refugees do not have the right to vote and elect representatives, nor the right of initiative and referendum. Nonetheless, some communes also grant foreigners and refugees with a permanent residence permit (Permit C) the right to vote and elect representatives at communal level.

The parties have a large influence on the Swiss political system. They determine to a certain extent which topics are to be debated and when. Furthermore, it is almost impossible to be elected to a political body without the support of a party. The individual political parties are free to decide whether refugees or foreigners can become members. There may be different regulations at cantonal and communal levels.

Switzerland has been a Federal state since 1848. The Swiss population is the sovereign power, i.e. the highest political instance.

The Federal Government, the cantons and communes determine political life and share public responsibilities. Together they endeavour to resolve the manifold tasks facing our country.

Federal Government. The competencies of the Federal Government are laid down in the Constitution. At Federal level, Parliament consists of two chambers, the National Council and the Council of States. Together they form the United Federal Assembly. The National Council represents the population, the Council of States the cantons. The Swiss Government, or the Federal Council, comprises seven members. They are elected for four years by the United Federal Assembly. Each Federal Councillor is in charge of a department.

Cantons. There are 26 cantons in Switzerland, each one with its own constitution, government, parliament, courts, laws; they may not contravene those of the Federal Government. The cantons enjoy a high level of administrative autonomy and freedom of decision. This political system is called federalism.

Communes. The cantons are themselves subdivided into approximately 3000 political communes. The communes are the smallest political units. Like the Federal Government and the cantons, each commune also has its own government and administration. Besides the duties allocated to them by the Federal Government and the cantons, the communes also take on local responsibilities, for example in educational, social or fiscal matters. The degree of communal autonomy is determined by the cantons and may therefore vary greatly.

Constitutional state

Switzerland is not just a democracy but also a constitutional state. Everyone living in Switzerland has rights and responsibilities. There are sometimes different provisions for refugees and foreigners than for Swiss citizens. For example: there is no obligation to do military service for foreign men and no right to vote or elect representatives (cf. Form of government, page 9).

The basic rights, guaranteed by the European Convention on Human Rights, apply to everyone. They are numerous and embedded in the Federal Constitution. Examples of these basic rights are the protection of human dignity, equal treatment by the law, protection from despotism, the right to life and help in emergencies, to marry and to found a family, etc.

Internet:
www.admin.ch
 Federal authorities
 of the Swiss
 Confederation

www.ch.ch
 A joint website of
 the Federal
 Government,
 cantons and com-
 munes providing
 access to all
 information about
 the public
 administrations.

Publication:
 «The Swiss
 Confederation:
 a brief guide»
 gives information
 about Switzerland's
 political system.
 Published by:
 Federal Chancellery
 Information Service,
 2003

Available:
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 for Buildings and
 Logistics (SFBL),
 Distribution of
 Publications
 3003 Bern
 031 325 50 50
 or
[www.bbl.admin.ch/
 bundespublikationen](http://www.bbl.admin.ch/bundespublikationen)

ASYLUM IN SWITZERLAND

Categories of persons in the asylum sector

The term refugee is a broad concept, comprising various categories of persons, as you can see below:

Asylum seekers. Asylum seekers are persons who have filed an asylum application in Switzerland but have not yet received a decision. These persons are given Permit N.

The Federal Office for Refugees examines their applications on the basis of the 1951 Geneva Convention and the Swiss Asylum Act; its task is to establish whether the asylum seekers fulfil refugee status. Refugees are persons who in their native country or in the country of last residence are subject to serious disadvantages or have a well-founded fear of being exposed to such disadvantages for reasons of race, religion, nationality, membership of a particular social group or political opinion. Considered as serious disadvantages are viz. a threat to life, physical integrity or freedom. Flight motives specific to women are to be taken into account.

Refugees. If you fulfil the requirements for refugee status, you are granted asylum providing there are no reasons for exclusion from asylum. You are then regarded as a refugee and issued with an annual residence permit (Permit B). After a five-year stay in Switzerland you have a right to a permanent residence permit (Permit C).

The Federal Office for Refugees may revoke your asylum or deprive you of refugee status if certain reasons justify this. The same also applies to the expiry of asylum.

Temporarily admitted refugees. If you fulfil the requirements of refugee status but there is a reason for exclusion from asylum as defined by the Asylum Act, you will not be granted asylum. You will be temporarily admitted to Switzerland as a refugee and will receive Permit F. In the presence of certain reasons, you may be deprived of refugee status.

Temporarily admitted aliens. Persons not fulfilling the requirements of refugee status are not granted asylum. If your removal proves to be unreasonable or if you are in grave personal distress, you will be allowed to stay in Switzerland temporarily. You are allocated to the category of temporarily admitted foreigners and receive Permit F.

Temporary admission may be suspended if the grounds which led to temporary admission no longer exist.

Regulation of residence

Residence in Switzerland is regulated by the canton to which you were allocated after entry. The Migration Office or the Cantonal Aliens Police in your canton of residence is also responsible for the issue and renewal of identity documents (Permits B, C and F).

Your identity document is only valid in the canton which issued it. This means that you may only live in the canton which issued the identity document.

Refugees. Your Permit B identifying you as a recognized refugee is renewed annually by the Cantonal Migration Office or by the Cantonal Aliens Police. Five years after the date of entry, you have a right to a permanent residence permit (Permit C) provided there are no grounds for removal.

Temporarily admitted refugees. Your Permit F is valid for twelve months and may be extended for a further twelve months if your removal is still unenforceable.

Information:

Federal Office for Refugees (FOR)
Quellenweg 6, 3003 Bern-Wabern
031 325 11 11, www.bff.admin.ch

Cantonal Office for Migration / Cantonal Aliens Police in the canton of residence
Address: page 16

Choice of domicile

You have a free choice of domicile within your canton of residence. Before moving to another canton, you must submit an application.

Refugees. Applications to move to another canton are to be submitted to the Cantonal Migration Office or to the Cantonal Aliens Police.

Temporarily admitted refugees. Please submit your application to move to another canton to the Federal Office for Refugees in Berne.

Family reunion

Refugees. You may send for your family members to join you in Switzerland if there are no grounds against this. Regarded as family members are spouses and minor children (aged under 18 years old). Persons living together as husband and wife, if their partnership is lasting or if they share a joint household, are granted the same status as married couples. Your family members will also be recognized as refugees and are granted asylum. Likewise other close relatives (for example, your parents, brothers and sisters) may be included in family asylum if they are disabled or for another reason dependent on the help of a person already living in Switzerland.

An application for family reunion may be filed at a Swiss representation abroad or at the Federal Office for Refugees.

Temporarily admitted refugees. You may submit an application for the entry of family members to a Swiss representation abroad or to the Federal Office for Refugees at the earliest three years after the decision on temporary admission.

Travel costs for the family are not generally covered by the Swiss authorities.

Travelling abroad

The identity documents mentioned above (Permits B, C and F) are not, however, valid abroad. When travelling abroad as a refugee, you have the right to an internationally recognized travel document (Refugee Passport). You can order the passport at the Cantonal Migration Office or at the Cantonal Aliens Migration Police or at your local authorities. As a rule it is valid for three years.

Charges for the issue of a passport are borne by the refugee.

Refugees are not allowed to return to their native country. Failure to comply means that your asylum may be revoked and you may be deprived of refugee status.

Cantonal Migration Offices / Cantonal Aliens Police

Aargau	Migrationsamt Kanton Aargau, Bahnhofstrasse 86/88, Postfach, 5001 Aarau, 062 835 18 60
Appenzell Ausserrhoden	Amt für Ausländerfragen des Kantons Appenzell AR, Dorfplatz 5, Postfach 162, 9043 Trogen 071 343 63 33
Appenzell Innerrhoden	Amt für Ausländerfragen, Marktgasse 2, 9050 Appenzell, 071 788 95 21
Basel-Land	Amt für Migration, Parkstrasse 3, Postfach 251, 4402 Frenkendorf, 061 925 51 11
Basel-Stadt	Einwohnerdienste Basel-Stadt, Spiegelgasse 6, Postfach, 4001 Basel, 061 267 71 71
Bern	Migrationsdienst des Kantons Bern, Eigerstrasse 73, 3011 Bern, 031 633 53 15
Fribourg/Freiburg	Service de la population et des migrants, Amt für Bevölkerung und Migration Route d'Englisberg 11, 1763 Granges-Paccot, 026 305 14 92
Genève	Office cantonal de la population, 1-3, rue David-Dufour, Case postale 51, 1211 Genève 8 022 327 48 88
Glarus	Fremdenpolizei des Kantons Glarus, Hauptstrasse 8, 8750 Glarus, 055 646 62 20
Graubünden	Amt für Polizeiwesen Graubünden, Karlihof 4, 7000 Chur, 081 257 25 25
Jura	Service de l'état civil et des habitants, 1, rue du 24-septembre, 2800 Delémont, 032 420 56 80
Luzern	Amt für Migration des Kantons Luzern, Hallwilerweg 7, Postfach, 6002 Luzern, 041 228 51 11
Neuchâtel	Service des étrangers, Rue de Tivoli 28, Case postale 124, 2003 Neuchâtel, 032 889 63 10
Nidwalden	Fremdenpolizei des Kantons Nidwalden, Kreuzstrasse 2, 6371 Stans, 041 618 44 90
Obwalden	Amt für Arbeit, Migration, St. Antonistrasse 4, Postfach 1149, 6061 Sarnen, 041 666 66 70

Schaffhausen	Kantonales Ausländeramt, Stadthausgasse 10, 8201 Schaffhausen, 052 632 74 76
Schwyz	Fremdenpolizei und Passbüro des Kantons Schwyz, Steistegstrasse 13, Postfach 454, 6431 Schwyz 041 819 11 24
Solothurn	Ausländerfragen, Ambassadorshof, 4509 Solothurn, 032 627 28 37
St. Gallen	Ausländeramt des Kantons St. Gallen, Oberer Graben 32, 9001 St. Gallen, 071 229 31 11
Thurgau	Ausländeramt des Kantons Thurgau, Schlossmühlestrasse 7, 8510 Frauenfeld, 052 724 15 55
Ticino	Sezione dei permessi e dell'immigrazione, Palazzo governativo, 6501 Bellinzona, 091 814 33 22
Uri	Amt für Arbeit und Migration, Migration, Tellsgasse 3, Postfach 852, 6460 Altdorf UR 1 041 875 27 05
Vaud	Service de la population, Avenue de Beaulieu 19 , Case postale, 1014 Lausanne, 021 316 46 46
Valais/Wallis	Service cantonal de l'état civil et des étrangers, Avenue de la Gare 39, Case postale 405 1950 Sion, 027 606 55 52
Zug	Kantonales Amt für Ausländerfragen Zug, Aabachstrasse 1, Postfach 857, 6301 Zug, 041 728 50 50
Zürich	Migrationsamt des Kantons Zürich, Berninastrasse 45, Postfach, 8090 Zürich, 043 259 88 00

INTEGRATION

Integration means feeling at home in a society, from a linguistic, social, economic, political and cultural point of view. This requires familiarity with local conditions as well as respect for the basic values and traditions of this society.

Integration is an ongoing process which evolves in a positive manner only if the host society and the people being integrated make a joint effort. The newcomers have to be ready to adjust to the new society without, however, relinquishing their own culture.

Promotion of integration

There is a large selection of projects and courses available aimed at supporting you in the process of integration. Their contents are wide-ranging and provide you with information on such topics as employment, health, social security and everyday life in Switzerland. There are also specific integration projects for the unemployed, for young people and for persons with psychosocial problems. We would like to introduce a few of our many courses:

Information:
Swiss Refugee
Council (SRC)
Weyermannstrasse 10
3008 Bern
www.sfh-osar.ch

Language courses. There are various language courses in which you can learn the language spoken in the region where you live. Depending on the course you attend, there is a chance to acquire information on social integration and to get help in looking for a job as well as to learn the language.

Literacy courses for adults. Literacy courses are aimed at teaching reading and writing. Adults also have the opportunity of improving their language skills within the framework of these courses.

Occupational programs. Participation in these programs offers you the chance to work in a specific sector and improves your chances of finding a job. As a part of the program you will receive information on applying for a job and help in your search for employment.

Job experience. You have the opportunity of completing a course of practical training lasting several weeks. During this time you can acquire professional qualifications and valuable work experience. Your references from this practical work will be useful when you apply for a job later.

Contact networks. Contact networks are self-help groups: refugees help and support one another in their integration. They can, for example, share tips and experience on contacting the authorities and institutions, the healthcare authorities or on looking for somewhere to live.

Information:
Cantonal
Department of
Education
in your canton
of residence

Integration classes for children and adolescents

There are special integration classes for children and adolescents. Through attending such classes, foreign-language children and adolescents can acquire the language at the same time as school learning, become acquainted with Swiss culture and further develop their strong points. For adolescents there are pre-vocational courses and technical classes. In these courses the young people can acquire and add to their professional qualifications.

Counselling and support

Social and professional integration may be affected by problems in many different spheres of life. There is a wide range of public and private counselling services available to counsel and support you. There are counselling services for families, for the unemployed, for men and women, for young and old as well as for physically and mentally sick persons and the disabled. During counselling efforts will be made, with your co-operation, to find solutions to your problems.

Besides the public and private welfare institutions, there are also several relief organizations. They are specialized in questions related to migration and integration.

Information:
Relief organizations:

Caritas Switzerland, Löwenstrasse 3, Postfach
6002 Luzern, 041 419 22 22, www.caritas.ch

Swiss Interchurch Aid, Forchstrasse 282
Postfach, 8029 Zürich, 01 422 44 55
www.heks.ch

Swiss Labour Organization (SLO)
Quellenstrasse 31, Postfach 2228
8031 Zürich, 01 444 19 19, www.sah.ch

Swiss Red Cross (SRC), Rainmattstrasse 10
Postfach, 3001 Bern, 031 387 71 11
www.redcross.ch

Information:
Residents'
registration office
in your place of
residence

Swiss citizenship

As a refugee you may acquire Swiss citizenship once you have been domiciled in Switzerland for twelve years. Some cantons have additional requirements related to domicile. The years spent in Switzerland between the age of 10 and 20 count double. You can file an application for Swiss citizenship at the residents' registration office in your place of residence. As a rule, children and young people under 18 are included in the citizenship application of their parents or of one parent. Children and young people may acquire Swiss citizenship with the consent of their parents. Your asylum will be revoked once you have received Swiss citizenship.

EVERYDAY LIFE IN SWITZERLAND

Accommodation

Building land is in short supply in Switzerland. Apartments and houses are very expensive. Most people live in rented accommodation, rent constituting approximately one third of income. Only one third of the population live in their own apartment or in their own house.

Searching for accommodation. You can find apartments through newspaper advertisements, through accommodation agencies or via the Internet. Some employers also rent out apartments or rooms to their employees.

Rent contract. In Switzerland it is usual to conclude a written rent contract in which you can read the amount of rent to be paid, the contractual period as well as extra costs (e.g. for heating). Once you have signed a rent contract you are bound to it. The contract may only be terminated on the regular dates for giving notice or if you have found a new tenant to take over the apartment. When renting an apartment in some cantons, you are obliged to produce an insurance policy for your personal effects (cf. Household contents insurance, page 16).

If there are any problems with your landlord or landlady (for example, exorbitant rent increases, unjustified notice to leave or an unclear invoice for extra costs), you can contact the tenants' advice office in your place of residence.

Compulsory registration

In Switzerland there is a general obligation to register with your local authorities. Changes of address must be reported to the residents' registration office in the former as well as the new commune.

Any changes in your marital status (marriage, divorce) as well as the birth of a child must also be reported to the registry office in your place of residence.

Insurance

Household contents insurance. Household contents insurance protects your belongings. It covers the financial consequences of fire and water damage. In some cantons the conclusion of a household contents insurance is compulsory (cf. Rent contract, page 22).

Private third-party insurance. Private third-party insurance covers damage unintentionally inflicted on others by the insured person.

Third-party insurance for motor vehicles. Persons owning a motor vehicle (car, motorcycle, etc.) have to conclude a third-party insurance for motor vehicles. This insurance is compulsory and covers the motor vehicle owner's third-party risk.

Publication:

«Richtig versichert»

gives information and tips on household contents, private third-party insurance and third-party insurance for motor vehicles.

Published by:

Schweizerischer Beobachter, 1999

Available:

Bookshops

Fully comprehensive insurance. In addition to compulsory third-party insurance for motor vehicles, you can conclude a fully comprehensive insurance. This fully comprehensive insurance is voluntary and expensive; it covers in part damage caused by the owners to their own vehicle.

You can conclude household contents and private third-party insurance as well as third-party and fully comprehensive insurance for motor vehicles with one of the numerous insurance companies. The insurance company will advise and inform you on the extent of cover and the amount of the premiums.

Third-party insurance for cyclists. Like the owners of motor vehicles, cyclists also need third-party insurance. This insurance is in the form of a bicycle vignette which can be bought at a bicycle dealer's, at the post-office or in some specialized shops. The bicycle vignette must be attached to the bicycle so as to be clearly visible. It is valid for one year (until 31st May of the following year).

Information:
Billag AG
Av. de Tivoli 3
Case postale
1701 Fribourg
0844 834 834

Radio and television licences

In Switzerland you have to notify the authorities if you have a radio or television; you will also need a licence. All households have to inform the collection agency for radio and television licences (Billag AG) if they possess a radio or television. Failure to do so is punishable by law. Changes of address must also be reported to Billag AG.

If, in addition to your old-age or disability pension, you receive supplementary benefits (cf. Supplementary benefits, page 38), you can submit a written application for exemption from paying the licence fee. Please send your application to Billag AG.

Tax liability

The Federal Government, the cantons and communes all levy taxes. The most important direct taxes are income and wealth tax. All persons living in Switzerland have to pay income and wealth tax. Taxation is regulated by the cantons.

All earnings are liable to taxation (for example, wages, bonuses, tips) as well as substitute earnings (for example, pensions, daily allowances, alimony). The amount of tax is calculated according to the level of income and wealth, to marital status as well as the number of minor children (children aged under 18) or children still undergoing education.

In most cantons, income and wealth tax are directly deducted from the wages of refugees with Permit B or F as so-called taxation at source.

Refugees with permanent residence permits (Permit C) receive a tax bill from the tax authorities. The amount of the tax bill is determined according to the individually completed tax declaration.

Published by:
Swiss Tax Conference,
Intercantonal Fiscal
Information
Commission, 2002

Available:
Swiss Federal Tax
Administration (FTA),
Information Office
for Tax Enquiries
Eigerstrasse 65
3003 Bern
031 322 71 48
or
www.estv.admin.ch

Information:
Tax Office in the
canton of residence
and/or commune
of residence

Internet:
www.estv.admin.ch
Swiss Federal Tax
Administration (FTA)

Publication:
«Das Schweizerische
Steuersystem»
gives an overview
of the Swiss tax
system as well as of
taxes levied by the
Federal Government,
the cantons and
communes.

Public transport

Switzerland has a well-developed network of public transport. You can easily get anywhere by train or postal bus, bus or tram. Public transport in Switzerland is among the safest and most punctual systems in the world.

You need a ticket to travel by public transport. Depending on how often you use a particular route, there are special tickets: for example, annual, monthly, multi-journey, daily or also single tickets. For somebody who travels by public transport frequently, there are half-price season tickets and general season tickets. With the half-price season ticket you only pay half the fare for your ticket on most routes. A general season ticket allows you to travel on almost all forms of public transport for a whole year without buying a ticket.

Information:
Cantonal Motor
Vehicle Control
Office in your
canton of residence

Private motor vehicles

Driving licence. With a valid foreign driving licence you may drive a motor vehicle in Switzerland for one year for private purposes. After a twelve-month stay in Switzerland, however, you will need a Swiss driving licence. This is issued to you if you can prove during a driving test that you know the rules of the road and can drive the car safely.

If you want to drive motor vehicles professionally (for example, lorries, buses or taxis) in Switzerland, you must acquire a Swiss driving licence before your first professional drive. In addition to the practical test, you must prove in a theoretical test that you know the regulations on working and rest periods as well as technical information on the vehicle and accessories.

Emergency phone numbers

Several phone numbers are available in emergencies.

117	Police
118	Fire service
144	Ambulance
147	Telephone helpline for children and adolescents
1414	Rega (helicopter rescue service)
01 251 51 51	Swiss Toxicological Information Centre (poisoning emergencies)

EMPLOYMENT

Employment and economic autonomy are important elements of integration and will enable you to create a material and social basis for existence.

Work permit

As a refugee you basically have free access to the labour market in your canton of residence and can work in any branch of the economy.

If you have Permit B or F, you will need a work permit in order to take up employment. Your future employer will apply for this at the Cantonal Migration Office or at the Cantonal Aliens Police. You may only start to work after receiving a work permit.

As a refugee with a permanent residence permit (Permit C), you do not need a work permit if you want to start work or change your job within your canton of residence.

All refugees starting work or changing jobs in another canton require authorization from the Migration Office or the Aliens Police in the new canton.

Searching for a job

The supply of vacancies is dependent on the overall economic situation.

You can find a job through newspaper advertisements, through an employment agency or through personal contacts (friends and acquaintances). For a job search to be successful, you have to write a letter of application (accompanying letter) and prepare a file containing your application documentation. This should contain your curriculum vitae and – if possible – copies of your educational/professional training and work testimonials as well as references from former employers in Switzerland. Your letter of application and application documentation are then sent to potential employers.

Employment contract

Before starting a job, you will conclude a written employment contract with your employer; this contract is binding on both parties.

The employment contract stipulates wages, working conditions such as working hours and holiday entitlement as well as the period of notice. If there is no written employment contract, the legal provisions of the law of obligations apply.

The amount you earn is furthermore dependent on your qualifications, on your position in your profession and on the level of difficulty of your work.

Wages are mostly paid hourly, weekly or monthly. A distinction is made between gross and net wages. Net wages equal gross wages less the legally calculated social security contributions.

In the event of problems or conflicts with your employer (for example, refusal to pay your wages or to respect your holiday entitlement), you can make use of the free legal advice provided by the industrial tribunal in the region where you live.

Unemployment

In Switzerland all employees have a compulsory insurance against unemployment.

If you have been given notice to leave, you have to start looking for a new job within the period of notice. If you are unable to find a job, you are entitled to unemployment benefit. To obtain this, however, you must have worked for at least twelve months in the previous two years. If you have given in your notice yourself or if you have given your employer cause for dismissal, you must expect a temporary suspension of your entitlement to unemployment benefit.

If you are threatened with unemployment you should report personally to the regional unemployment office as soon as possible, at the latest, however, on the first day of your unemployment. This institution is the co-ordinating office between the unemployed person and the unemployment schemes. It will inform you about the amount and duration of unemployment benefits. Members of staff will also help you to find a job and give advice on courses of further training and occupational programs.

Information:

Regional Unemployment Office in your region

Internet:

www.treffpunkt-arbeit.ch

State Secretariat for Economic Affairs (seco)

Publications:

«Wie bewerbe ich mich richtig?»

Job search, application, interview

«Arbeitslosigkeit»

Guidelines for insured persons

«Arbeitsmarktliche Massnahmen»

First step to reintegration

Published by:

State Secretariat for Economic Affairs (seco),
2000

Available:

Regional Unemployment Office in your region

Recognition of foreign qualifications

Certain foreign educational and professional qualifications are recognized in Switzerland. Send any certificates and diplomas you have acquired abroad to one of the following addresses for verification:

Information:

Professional training in the health sector:
Swiss Red Cross (SRC),
Department of Vocational Training,
Registration of Vocational Training
Werkstrasse 18, Postfach, 3084 Wabern
031 960 75 75
www.redcross.ch

Professional training in education and social services:

Swiss Conference of Cantonal Ministers of Education, Zähringerstrasse 25
Postfach 5975, 3001 Bern, 031 309 51 11
www.edk.ch

University degrees:

Rectors' Conference of the Swiss Universities (RCSU), Swiss Information Centre for Academic Recognition Matters (SWISS ENIC)
Sennweg 2, 3012 Bern, 031 306 60 32
www.crus.ch

Other branches of professional training:

Federal Office for Professional Education and Technology (OPET),
Service Centre Professional Education
Effingerstrasse 27, 3003 Bern. 031 322 21 29
www.bbt.admin.ch

Publication:

«Merkblatt zur Anerkennung ausländischer Diplome» gives information on the recognition of foreign qualifications. Published by: Federal Office for Professional Education and Technology (OPET), 2004

Available:

Federal Office for Professional Education and Technology (OPET), Professional Education
Effingerstrasse 27
3003 Bern
031 322 21 29
or
www.bbt.admin.ch

Information:
 Swiss Confederation
 of Trade Unions
 Monbijoustrasse 61
 Postfach
 3000 Bern 23
 031 377 01 01
www.sgb.ch

Trade unions

Trade unions represent the interests of employees. Together with the employers' organizations, they deal with all matters related to employment relations. The results of these negotiations are laid down in so-called collective labour agreements. By means of collective labour agreements, the trade unions support the protection of, and better conditions for, employees (for example, regulated working hours, progressive holiday arrangements or fair social benefits in sickness or maternity). Trade unions also provide various facilities for their members. For example: courses of further training, legal aid or reasonably-priced holidays.

Child care

If you go to work, your child can attend a day nursery, an after-school care centre, a day school or be looked after by a child minder. Child care places are organized either by the local authorities or privately and are mostly financed by parents. If the parents' income is insufficient, welfare assistance will provide help with payment.

Information:
 Day nurseries:
 Schweizerischer
 Krippenverband
 Rennweg 23
 Postfach 2773
 8022 Zürich
 01 212 24 44
www.krippenverband.ch

Child minders:
 Pro Juventute,
 Fachstelle
 Tagesfamilien
 Seehofstrasse 15
 Postfach 1374
 8032 Zürich
 01 256 77 56
www.projuventute.ch

Day schools / after-
 school care centres:
 Verein Tagesschulen
 Schweiz
 Rötelstrasse 11
 Postfach, 8042 Zürich
 01 361 42 88
www.tagesschulen.ch

EDUCATION

In the educational sector, refugee children are treated just like any other children living in Switzerland. They attend the compulsory schools and are able to do professional training (for example, an apprenticeship).

Education is legislated by the cantons, which results in differences regarding school entry. In all the cantons, however, the state schools are confessionally neutral and boys and girls are taught together.

Kindergarten

Before starting school, children aged between four and six years old can attend a state kindergarten for one to two years. Kindergarten represents an important preparation for primary school. In kindergarten the children focus on learning while playing. Foreign children are given specific help in learning the language. Kindergarten attendance is optional.

Compulsory education

Children start school at six or seven years old, depending on the canton. School attendance is compulsory for nine years. After four to six years at primary level, children may transfer to secondary level I if their work is good enough. Secondary level I accordingly lasts three to five years. Most cantons offer an optional tenth year. Tuition at state schools is free of charge during the period of compulsory education.

Post-compulsory education

Following the period of compulsory education, young people can do an apprenticeship or attend secondary level II. In the vocational colleges and at secondary level II, school material is no longer free of charge.

Apprenticeships. On completion of their compulsory education, a large proportion of young Swiss people do an apprenticeship. An apprenticeship represents a solid basic training in one of the professions. Depending on the branch, it lasts three or four years and leads to a Federal Certificate of Competence.

During their apprenticeship, the apprentices receive practical training in the company for three to four days a week and attend a vocational college parallel to this. They are paid a small wage which increases with each year of their apprenticeship.

In the course of the three or four years of their apprenticeship, gifted apprentices have the additional opportunity of preparing for the Berufsmaturität (final examination giving access to universities of applied sciences).

Young people are responsible for finding their own apprenticeships. The educational and professional guidance offices and careers information centres provide lists of apprenticeships in each canton. But the young people can also apply directly to the companies or look for an apprenticeship via newspaper advertisements.

Intermediate certificate schools. Following compulsory education, adolescents can transfer to an intermediate certificate school, which lasts two or three years, depending on the canton. Intermediate certificate schools are full-time schools, offering a general education. They lead to a certificate and give access to professions in the paramedical, social, pedagogical and applied art sectors.

Gymnasium (schools with a final examination giving access to university). The transfer to a gymnasium also takes place after compulsory education. The gymnasium leads to a «Maturität» certificate and prepares students for university. Depending on the canton, gymnasium lasts between four and six years.

Publication:

«What happens after school?» explains the Swiss educational system following completion of compulsory education and is available in various languages.

Published by:

Swiss Association for Educational and Professional Guidance, Federal Commission for Foreigners, 2003

Available:

Swiss Association for Educational and Professional Guidance, Zürichstrasse 98
8600 Dübendorf, 01 801 18 18

Information:

Cantonal Department
of Education in your
canton of residence,
Office for Professional
Training

Universities of applied sciences

Universities of applied sciences offer courses of study in the sectors of technology, economics, administration, pedagogy, social work as well as in art and design. In order to study at a university of applied sciences, students need to have completed an apprenticeship and possess either a «Berufsmaturität» or a «Maturität» Certificate.

University studies

The wide palette of educational opportunities in Switzerland is also reflected in its universities. Entry requirements, length of studies and the subjects offered vary from one university to another. The beginning of the academic year and the national recognition of degrees are, however, uniform.

The requirement for university entry is the «Maturität» certificate.

Professional qualifications for adults

Adults without professional qualifications who have, however, worked in their profession for a certain number of years may take a final apprenticeship examination for adults. They must have worked in their profession one and a half times as long as the prescribed apprenticeship. Furthermore, they have to prove that they have the necessary theoretical knowledge.

Information:
General or academic
educational and
professional
guidance office in
your region

Internet:
www.berufsberatung.ch
Swiss educational
and professional
guidance

Educational and professional guidance

Educational and professional guidance counsellors deal with all questions concerned with school, professional training and jobs. They provide information about different professions, training and further training as well as about grants or loans. The counsellors also help in the search for a suitable course of training. Their guidance is free of charge and is open to young people and adults.

Contributions to education

Contributions to education are funds provided in the form of grants or loans.

Any course of education involves costs, i.e. for school materials, fees, travelling expenses, the cost of eating out, etc. In Switzerland it is basically the parents who are responsible for their children's initial education or professional training.

If the parents' financial resources are insufficient, they can apply for a grant or an educational loan.

Grants are contributions made to the person undergoing training that need not be paid back when the course of training has been completed. Loans, on the other hand, are repaid on completion of the course of training.

Grants or loans are often insufficient to cover all the costs involved in the various courses of training and living expenses. Many students therefore look for part-time and holiday jobs.

The cantons decide who is entitled to state contributions for their education or professional training. The cantonal provisions vary from one canton to another. There are differing provisions, for example, on which persons from the asylum sector receive contributions and until what age.

Information:

Office for grants to educational and professional training in your canton of residence

Publication:

«Ausbildung – wer hilft bei der Finanzierung?»

gives information on the possibilities of funding for education or professional training. It also contains the addresses of the cantonal centres for educational and professional guidance as well as all foundations and funds.

Published by:

Swiss Association for Educational and Professional Guidance, 2001

Available:

Bookshops

Information:
Your health
insurance company /
health insurance
provider

Internet:
www.bsv.admin.ch
Federal Office for
Social Security

HEALTH

Health insurance

Health insurance consists of basic insurance, which is compulsory for all persons living in Switzerland (adults and children), and additional insurance, which is optional. The health insurance provider can be chosen freely.

Basic insurance. Compulsory basic insurance covers treatment costs in the event of illness and accidents. As an insured person, you have a right to treatment, care and accommodation in the general ward of a hospital in your canton of residence.

With basic insurance, women are also covered for costs arising in connection with maternity (pregnancy and birth).

Additional insurance. Besides the basic insurance, you can also conclude additional insurance policies with your health insurance provider, so-called additional insurance. This could provide cover for dental treatment, psychotherapy carried out by psychotherapists or to cover the costs of a semi-private or private room in hospital.

Participation in costs. On receipt of an invoice for treatment at a hospital, by a doctor or for medicines, you will have to participate in the costs and pay a certain part yourself. Your participation in the costs consists of a fixed annual excess and a personal contribution. The fixed annual excess is only paid once a year. The personal contribution amounts to ten per cent of the invoice total from your doctor, from hospital or for medicines.

The health insurance provider bears the full costs in the case of maternity. There is neither a fixed annual excess nor a personal contribution.

Premiums. The premium (also referred to as health insurance premium or insurance premium) is the amount you pay for your insurance coverage. In order to reduce your premium, the health insurance providers offer various types of insurance coverage:

For example, as an employee you are already insured against accident by your employer. You can therefore cancel the accident insurance with your health insurance provider. In this way you can reduce the cost of your health insurance premium.

Information:
Local authorities in
your place of
residence

Premium reduction. If you have no income or if your income does not exceed a certain level, you are entitled to a reduction in your health insurance premium, a so-called premium reduction. Premium reductions vary from one canton to another.

Publication:
«Beim Arzt»
helps you to find
the right approach
to doctors, hospitals
and the health
insurance provider.
Published by:
Schweizerischer
Beobachter, 2002

Available:
Bookshops

Basic medical care

In Switzerland you can get basic medical care as an outpatient or in hospital. In contrast to outpatient treatment, patients admitted to hospital stay overnight under the care of medically trained staff.

General medicine. In the event of illness, the family doctor (also referred to as general practitioner) is generally the first contact person. The doctor provides initial treatment and, if necessary, refers patients to a specialist for further treatment. The free choice of doctor allows you to choose the doctor who suits you. This only applies, however, if your compulsory insurance does not contain any restrictions regarding the choice of doctor.

Paediatrics. Paediatricians, or children's doctors, carry out the necessary examinations and treat the child. Besides the child's current state of health, the doctor also examines its growth as well as its physical and mental development.

Publication:
«Ryan, Kate and
the others...
When children are
ill: Some advice for
parents»
is available in
various languages
and tells you what
to do when your
child is ill.
Published by:
Swiss Paediatric
Association, 2000

Available:
Secretariat of the
Swiss Paediatric
Association
Rue de l'Hôpital 15
Case postale 1380
1701 Fribourg
026 350 33 44

Gynaecology. At gynaecological check-ups, specialized doctors examine female patients and give them health advice (for example, questions on menstruation, contraception or family planning). Gynaecologists also conduct check-ups during pregnancy and provide the expectant mother with all the information she needs to prepare for the birth and birth itself.

Dental medicine. In Switzerland, patients have to pay for dental treatment themselves. The health insurance providers only reimburse costs for damage to teeth and the jaw if this is caused by a physical illness or an accident. However, the health insurance providers offer additional insurance coverage which refunds part of the costs for dental treatment.

Pharmacy. Most medicines are only available at pharmacies. The medicines that you buy at a pharmacy have been tested and registered. Some medicines require a prescription: you can only buy them if they have been prescribed by a doctor. All strictly necessary medicines prescribed by a doctor are paid for by the health insurance provider.

Emergencies. In emergencies you should, whenever possible, contact your doctor first of all. For emergencies outside normal surgery hours, there are emergency doctors and emergency pharmacies which you can contact. Directory enquiries (telephone number 111) will give you their names and telephone numbers.

Most public hospitals have a 24-hour emergency service. An ambulance can be called via the emergency number (cf. Emergency telephone numbers, page 20). In an emergency you can call upon the services of any doctor and any hospital throughout Switzerland.

Outpatients' facility. Another place patients can go to for help is the outpatients' facility. Outpatients' facilities are ambulatory clinics or departments which are mostly attached to a hospital. Examinations and treatment are carried out there as in a doctor's practice. There are specialized outpatients' clinics for special treatment. Some outpatients' facilities only accept patients directly referred to them by a doctor.

Hospital. Patients are referred to a hospital by family doctors or other specialists. For children there are special wards in the hospitals or children's hospitals.

Psychiatric and psychological care. Psychiatrists and psychologists are available to help you in difficult personal or family situations as well as in the event of mental disturbances and disorders. For example, if you are suffering from chronic insomnia, anxiety attacks or in the case of chronic and paralyzing sadness. By speaking with you, they will try to find new ways and possibilities.

For persons requiring intensive protection, for example, because they could either harm themselves or others, admittance to a psychiatric clinic may be necessary. In the event of acute danger, admittance to psychiatric clinics is also possible against the patient's wishes.

Help for victims of torture

The Outpatient Clinic for Victims of Torture and War set up in Berne by the Swiss Red Cross (SRC) offers both the victims of torture and war and their families medical and psychotherapeutic help as well as welfare counselling.

Publication:

«Health Guide Switzerland» is available in several languages and informs you about the Swiss public health system. It also contains the addresses of the most important places to contact in the health sector.

Published by:

Swiss Federal Office of Public Health (SFOPH),
Swiss Red Cross (SRC), Caritas Switzerland,
2001

Available:

Federal Office for Buildings and Logistics
(SFBL), Distribution of Publications, 3003 Bern
031 325 50 50

or

www.bbl.admin.ch/bundespublikationen

Information:

Outpatient Clinic for Victims of Torture and
War (SRC), Freiburgstrasse 44 a, 3010 Bern
031 390 50 50
www.folter.ch

SOCIAL SECURITY

Switzerland has a dense social security network. It offers those living and working here far-reaching protection in numerous situations (old age, disability, accident, illness, unemployment, etc.). This protection is financed by the social insurance schemes and welfare assistance authorities. You have a right to social security, which is financed by a part of your earnings, and also to welfare assistance up to the limit of subsistence level, provided you are in a really difficult situation. Welfare assistance is financed by tax money.

Social insurance schemes

Social insurance schemes bear costs in various situations: for example, loss of wages during unemployment, illness and accident as well as a pension on retirement. The protection given consists of financial benefits (daily and family allowances, pensions), the assumption of costs in the event of illness and accidents as well as material benefits (technical appliances for the disabled). Furthermore, some insurance schemes make contributions to institutions such as homes for the disabled or they finance measures supporting reintegration in working life.

The social insurance schemes include:

Old-Age and Survivors' Insurance (OASI). The OASI partially replaces the loss of wages in old age or in the event of the death of a spouse or of a parent.

Old-age pension provides financial security in old age. Men receive this at the age of 65, women born between 1939 and 1941 at 63 and those born in 1942 or younger at the age of 64.

Survivors' insurance ensures that the survivors (wife, husband, children) do not get into financial difficulties on the death of a spouse or parent. There are three types of survivors' insurance: pensions for widows, widowers and orphans.

Disability Insurance (DI). DI guarantees subsistence level for persons who are unable to work due to congenital defects, illness or accident. DI is aimed at improving and promoting the ability of the disabled to work. A DI pension is not awarded until integration measures (help finding a job, educational and professional counselling, medical tests) have failed. This is possible at the earliest after one year of uninterrupted disablement.

Disabled children are likewise entitled to disability insurance benefits.

A further benefit provided by disability insurance is compensation for helpless persons. Entitled to this benefit are disabled persons who are constantly dependent on the help of others for daily tasks (dressing, eating, washing, etc.).

In Switzerland, adults and children are compulsorily insured by the OASI and DI. As a rule, everybody has to pay contributions from their 20th year. Persons who are already gainfully employed before their 20th birthday have to pay contributions from their 17th year.

If you are employed, the contributions for OASI and DI are shared between your employer and yourself. Your share is directly deducted from your wages and transferred together with your employer's share directly to the competent compensation office.

If you are self-employed or not employed, you are responsible for the payment of contributions yourself and must settle these directly with the compensation office.

The compensation offices are responsible for the administration of OASI/DI contributions.

Occupational pension provision. Occupational pension provision (the so-called second pillar) covers the same risks as the OASI/DI. Together with the OASI pension or the DI pension, it enables you to maintain your standard of living in old age, in the event of disability or death.

If, as an employed person, you earn at least 25,320.00 francs per year (as per 1st January 2004), you are insured and have to pay contributions. The contributions for occupational pension provision are shared between your employer and yourself. Your share is directly deducted from your wages and transferred directly with your employer's share to the competent occupational pension scheme. The occupational pension schemes, the so-called pension funds, are responsible for administering contributions.

Self-employed persons are not insured and cannot therefore apply for benefits. The same applies to persons who are not employed.

Accident Insurance (AI). A distinction is made between occupational accidents and non-occupational accidents. Occupational accidents are those occurring at the workplace or on the way to work. All other accidents are regarded as non-occupational accidents. The accident insurance scheme pays for medical treatment but also provides financial benefits in the case of occupational accidents, professional diseases and non-occupational accidents. It is compulsory for everybody.

As an employee, you are insured against accidents by your employer. The contributions are directly deducted from your wages and transferred by your employer to the competent insurance scheme.

If you are self-employed or without a job, you have to arrange your own accident insurance with your health insurance scheme.

Unemployment Insurance (UI). UI replaces a part of your wages in the event of unemployment, reduced working hours, loss of work due to bad weather or if your employer is unable to pay your wages. The unemployment insurance scheme also pays contributions towards so-called labour-market measures. For example, work experience or courses of further training for the unemployed are also financed in this way.

As an employee you are insured and have to pay contributions. The contributions are shared between your employer and yourself. Your share is directly deducted from your wages and transferred together with your employer's share to the competent unemployment insurance scheme.

You have a right to unemployment benefits if you have paid contributions for the minimum period, i.e. if you have worked for twelve months within the past two years or, for a reason contained in the law, have been exempt from the liability to pay contributions.

As a self-employed person, you cannot be insured against unemployment and have no right to unemployment benefits.

Additional benefits

Maternity benefits. In Switzerland there is no maternity insurance. Whether you continue to receive your wages during pregnancy depends on the length of your working relationship and is regulated in your employment contract. Ask your employer about the amount and length of time your wages will be paid during maternity.

Family allowances. Family allowances are birth, child and educational benefits. Family allowances are regulated by the cantons. Employees with children have a basic right to these allowances. If you have a family, inform your employer so that you can receive your family allowance in addition to your wages. In most cantons, foreign employees also receive family allowances for their children living abroad.

On the birth of a child some cantons foresee a single birth allowance or a contribution to the infant. However, these benefits are only paid for children born in Switzerland.

Child allowance is paid until the child is 16 years old. If your children are undergoing education or professional training, child allowance is paid, at the longest, until they are 25 years old. In some cantons the costs of their education/professional training are paid instead of child allowance.

When you become a refugee, you will receive the child allowance for your children living abroad which was withheld during your asylum proceedings.

Supplementary benefits. Supplementary benefits help in cases where the OASI and DI pensions do not cover the minimal cost of living. Supplementary benefits are not an insurance but are financed by tax money.

Needy refugees receiving an OASI or DI pension have a right to supplementary benefits after a stay of five years in Switzerland. The compensation office in your canton of residence will inform you about the conditions for the receipt of supplementary benefits and will calculate the amount of the benefits with reference to your budget.

No benefits without notification

The social insurance schemes do not become active of their own accord. If you have a right to social insurance benefits, please apply for these in writing. As a rule, you make your application by means of a form which can be ordered from the competent social insurance scheme.

Information:
Cantonal Compensation Office and DI Office in your canton of residence

Internet:
www.ahv.ch
www.bsv.admin.ch
Federal Office for Social Security

Publications:
Information sheets on all types of social security.

Available:
Cantonal Compensation Office and DI Office in your canton of residence or
www.ahv.ch

Information:

Welfare Assistance Office in your canton of residence, Address: page 50

Internet:

www.skos.ch

Schweizerische Konferenz für Sozialhilfe (SKOS)

Publication:

«Habe ich Anspruch auf Sozialhilfe?» gives answers to questions about welfare assistance by means of concrete case and sample calculations.

Published by:

Schweizerischer Beobachter, 2003

Available:

Bookshops

Welfare assistance

Welfare assistance is seen as the last resort in the network of social security. It guarantees the existence of needy persons and promotes their personal and economic autonomy, either by means of financial support or through counselling and care.

If you do not have a sufficient income (wages, pension, etc.) or assets (for example, savings) to support your family and if you cannot claim help from others (for example, spouse, relations, social insurance schemes), you are entitled to welfare assistance. This applies to living costs (food, clothing, ongoing household expenses, travelling costs, etc.) as well as accommodation and basic medical care.

In addition to living costs you can also receive benefits aimed at promoting integration and contributions to language courses.

The right to support by welfare assistance is also balanced by certain duties that are to be fulfilled: as the person concerned you are liable to furnish information about your financial and personal situation, to co-operate in the investigation of your circumstances, to provide information on any important changes and to do your utmost to overcome the difficult situation.

Welfare assistance is administered by the cantons. Variations in the assessment of financial support can therefore occur. There are, however, Swiss guidelines, the so-called SKOS guidelines, which stipulate a minimum standard. Should your application be fully or partially rejected and you are in doubt as to whether the decision was correct, you may request a written statement of grounds with instructions about your right to appeal.

Welfare assistance is not an insurance and your support benefits are basically liable to reimbursement.

As a refugee, you receive the same treatment as Swiss citizens with regard to welfare assistance. Therefore it is also the cantons that are responsible for welfare assistance to refugees. Roughly half of the cantons have passed on the duty to provide welfare assistance to the relief organizations; in the remaining cantons it is the responsibility of the communes.

Information:
Federal Office for
Refugees (FOR)
OSP AG
Quellenweg 6
3003 Bern-Wabern
031 323 36 39

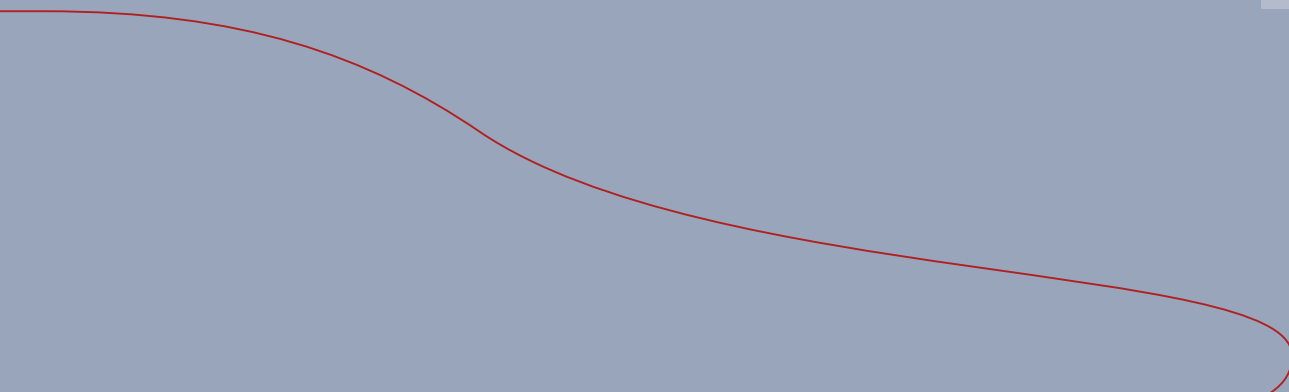
Duty to provide security and reimbursement

When you were a gainfully employed asylum seeker, ten per cent of your wages were transferred by your employer to a so-called security account for the reimbursement of the welfare assistance received.

On your recognition as a refugee (Permit B) or after temporary admission as a refugee (Permit F), the duty to provide security terminates. You then receive the definitive final statement from the Federal Office for Refugees. Any balance remaining in your favour is then paid back to you.

Welfare Assistance Offices for refugees

Aargau	Sozialdienst der Wohngemeinde
Appenzell	
Ausserrhoden	Beratungsstelle für Flüchtlinge, Gossauerstrasse 2, 9100 Herisau, 071 353 64 66
Appenzell	
Innerrhoden	Sozialamt des Kantons Appenzell Innerrhoden, Marktgasse 10d, 9050 Appenzell, 071 788 94 54
Basel-Land	Sozialdienst der Wohngemeinde
Basel-Stadt	Sozialhilfe der Stadt Basel, Ressort anerkannte Flüchtlinge, Klybeckstrasse 15, Postfach 570 4007 Basel, 061 685 17 46
Bern	integrationBE AG, Seilerstrasse 22, Postfach 6833, 3001 Bern, 031 381 48 61
Fribourg/Freiburg	Caritas Suisse, Rue du Botzet 2, Case postale 11, 1705 Fribourg, 026 425 81 11
Genève	Croix-Rouge genevoise, Route des Acacias 9, Case postale, 1211 Genève 24, 022 304 04 04
Glarus	Kantonales Sozialamt, Postgasse 29, 8750 Glarus, 055 646 66 12
Graubünden	Beratungsstelle für Flüchtlinge, Loestrasse 37, 7000 Chur, 081 257 31 59
Jura	Caritas Jura, Chemin de Bellevoie 8, Case postale 172, 2800 Delémont, 032 421 35 60
Luzern	Caritas Kanton Luzern, Sozialdienst für Asylsuchende und Flüchtlinge, Brünigstrasse 25 6005 Luzern, 041 368 01 01
Neuchâtel	Service de l'asile et des réfugiés, Secteur réfugiés, Rue de Tivoli 28, Case postale 59 2003 Neuchâtel , 032 889 66 01
Nidwalden	Amt für Asyl und Flüchtlinge, Knirigasse 6, 6370 Stans, 041 610 37 76
Obwalden	Caritas Schweiz, Asyl- und Flüchtlingsstelle , Brünigstrasse 182, Postfach 1132, 6061 Sarnen 041 660 86 30
Schaffhausen	Verein Flüchtlingshilfe Schaffhausen, Rotes Kreuz Schaffhausen, Mühllentalsträsschen 9 8200 Schaffhausen, 052 625 04 05



Schwyz	Caritas Schweiz, Geschäftsstelle Kanton Schwyz, Bahnhof SBB, Postfach, 6410 Goldau 041 859 00 59
Solothurn	Sozialdienst der Wohngemeinde
St. Gallen	St. Galler Flüchtlingsdienst, St. Jakobstrasse 46, Postfach 2242, 9001 St. Gallen, 071 242 67 00
Thurgau	Verein Thurgauer Flüchtlingsdienst , c/o Caritas Thurgau, Felsenstrasse 11, Postfach 8570 Weinfelden, 071 622 80 30
Ticino	Croce Rossa Svizzera, Sezione del Luganese, Via alla Campagna 9, Casella postale 4064 6904 Lugano, 091 973 23 23
Uri	Soccorso operaio svizzero, Via Zurigo 17, 6900 Lugano, 091 923 17 76
	Schweizerisches Rotes Kreuz, Departement Migration, Abteilung Asyl, Gurtenmundstrasse 33 Postfach 848, 6460 Altdorf, 041 870 07 80
Vaud	Centre Social d'Intégration des Réfugiés (CSIR), Rue du Maupas 6, Case postale 41 1000 Lausanne 9, 021 316 03 80
Valais/Wallis	Croix Rouge Valais, Rue des Remparts 15, Case postale 310, 1951 Sion, 027 322 13 54
Zug	Caritas Schweiz, Sozialberatung für Flüchtlinge, Neugasse 11, Postfach 1218, 6301 Zug 041 726 07 72
Zürich	Sozialdienst der Wohngemeinde

FINDING YOUR
WAY IN
SWITZERLAND AS
A REFUGEE

Just follow
the red line!



BFF ODR UFR UFF