

## Counselling Services

Some counselling services answer general questions, others specialize in specific topics or life situations. Different regions offer different services. In general, first consultations are free of charge. In some cases, follow-up consultations are also free of charge. Some services offer consultations in foreign languages.

### General Counselling Services

The Centre for Integration in Aargau (Anlaufstelle Integration Aargau (AIA) is a central advisory service for immigrants. Staff will answer questions regarding everyday life in Switzerland and help find specialized advisory services. In addition, they help find suitable German classes and integration programmes. Consultations in various languages (via telephone or in person) can be arranged on request. Unscheduled visitors can obtain basic information and if necessary, schedule an appointment. Information and consultations are free of charge. In addition, there are general advisory services for certain foreign languages or for certain regions. The community of residence or the Anlaufstelle Integration Aargau AIA provides contact information for these services. Immigrant associations are a good source of primary information provided in one's own language.

### Community Administration / Town Administration

In many situations the place of residence's administration (community administration, Gemeindeverwaltung / town administration, Stadtverwaltung) is a good first source of information. The staff may have answers to questions or recommend a suitable advisory service. All communities in Canton Aargau have their own website. These websites provide contact information, office hours, and other information, in some cases including lists of advisory and integration services in the region.

## **Specialized Counselling Services**

Canton Aargau offers a wide variety of counselling services which specialize in certain topics or life situations. These include: age, work, status of residence, education, marriage/divorce, parenting, family, finance (debt/budget), health, domestic violence, integration, mental health, infant care, pregnancy, sexuality, addiction, social questions. The offer varies according to region. Aarau or Baden often have central services when a regional office is unavailable. Generally, first consultations are free of charge. Contact information for various services is listed according to topic on [hallo-aargau.ch](http://hallo-aargau.ch), or is provided by the Anlaufstelle Integration Aargau AIA or the community of residence. Persons who are not yet fluent in German can inquire about interpretation before visiting a counselling service. Consultations may be provided in other languages, interpreters may be available, or one may be asked to come accompanied by an interpreter.

## **Pro Bono Legal Services**

On behalf of Canton Aargau the Aargau Bar Association (Aargauischer Anwaltsverband) provides legal services. Residents are given free legal advice (short consultations). Consultations are held regularly in the 11 districts. The dates are published online or provided by the community of residence. One must attend a meeting in person. Questions will not be answered over the phone or in writing. In addition, other services provide free legal advice on a variety of topics (work, housing, marriage/family), for example, unions. Generally, time-consuming consultations will not be free of charge. The Anlaufstelle Integration Aargau AIA provides information on the various services. Some of them are listed according to topic on [hallo-aargau.ch](http://hallo-aargau.ch).

## **Race Discrimination**

On behalf of Canton Aargau the Anlaufstelle Integration Aargau AIA provides an independent counselling service for victims of race discrimination. Consultations are confidential and free of charge for residents of Canton Aargau. Consultations are possible in person or by phone.

## **Additional information (links, addresses, information sheets, brochures)**

[www.hello-aargau.ch/en/emergencies-and-counselling-services/counselling-services](http://www.hello-aargau.ch/en/emergencies-and-counselling-services/counselling-services)