

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 foreigner advice centre Ausländerdienst (ald) in Pätteln is a central advisory service for immigrants. Staff answer questions regarding everyday life in Switzerland and help find specialised 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. Information and consultations are free of charge. The contact centre Anlaufstelle Baselland provides information relating to legislation concerning asylum and foreign nationals.

In addition, there are general advisory services for certain foreign languages or for certain regions. Migration associations are also a good source of initial information provided in one's own language.

Community Administration / Town Administration

In many situations, the place of residence's administration (community administration, Gemeindeverwaltung / city 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 Basel-Landschaft 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.

Specialised Counselling Services

The Basel region offers a wide variety of counselling services which specialise 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, and social questions. The offering varies according to region. Some offers are organised by the two Basel cantons together and are often located in Basel-Stadt. Find out in advance online whether the programme is also available to people from Canton Basel-Landschaft. Generally, first consultations are free of charge. Contact information for various services is listed according to topic on hallo-baselland.ch. You can also contact the foreigner advice service Ausländerdienst Baselland (ald) or the community of residence and ask about suitable counselling services.

People 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 you may be asked to bring an interpreter with you.

Race Discrimination

Cantons Basel-Landschaft and Basel-Stadt offer a counselling service called "STOPP Rassismus" for people who are affected by discrimination and racist attacks or have witnessed such discrimination. The service is confidential and free of charge. Personal consultations as well as online consultations and advice over the phone are possible.

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

www.hallo-baselland.ch/en/emergencies-and-counselling-services/counselling-services