

# Return Assistance Service



The **Return Assistance Service** was established at the initiative of the Geneva Red Cross. This initiative was fully endorsed by the State Council (April 1986) and by the organizations in charge of the reception and the assistance of asylumseekers and refugees in the canton of Geneva.

#### Available to

The **Return Assistance Service** offers its services to asylum-seekers, refugees, and to people who don't have a residence permit.

#### Services

The Return Assistance Service :

- facilitates procedures prior to departure (i.e. obtaining travel documents, completing an individual project for a final return to the country of origin and refunds from social security) ;
- evaluates each situation and, with the consent of the applicant, attempts to find a solution in order to enable the applicant to leave the country legally ;
- endeavours to collect information on the conditions of relocation in the country of origin or in a host country in order to facilitate the return or the resettlement of the applicant ;
- accompanies people to the airport (organization, transportation, check-in, customs, ...) ; provides free translation and interpretation
- services in more than seventy languages and dialects.



#### Working Principles

- the person who wishes to benefit from the services of the **Return Assistance Service** does it exclusively **on his behalf** ;
- the application can be withdrawn at any time, should the applicant decide so ;
- the services are **free** and **confidential** ;
- the activity of the **Return Assistance Service** complies strictly with the Fundamental Principles of the Red Cross.

The **Return Assistance Service** is open:

from Monday to Friday

8:30 - 12:15 and 13:30 - 17:30

(Tuesday 10:00 - 12:15 and 13:30 - 17:30)

#### The Return Assistance Service

9, route des Acacias, 1<sup>st</sup> floor

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