



AUSTRALIAN CONSULATE - GENERAL, GENEVA

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The Consulate-General's opening hours are : Monday-Friday from 09h00-12h00 & from 14h00-17h00. (for passports - morning's only).

Outside these hours, **for genuine emergencies only**, you may call a toll-free number **0800 837 230** which will take you directly to the 24-hour Consular Emergency Centre in Canberra. This service is only for Australian Citizens in Switzerland who are in an emergency situation. If you are outside Switzerland, the emergency number is - (reverse charges) - +61 2 6261 1446. Otherwise you are kindly requested to call the Consulate on the next working day.

The Consulate-General's main telephone number is a telephone tree - please listen carefully to the instructions to ensure you reach the appropriate section.

ASSISTANCE & ADVICE TO AUSTRALIAN CITIZENS

Australian citizens may seek advice from any Australian diplomatic post. Our aim is to meet the needs of our clients to the maximum extent possible within the limits of the resources available to us and within the charter of Consular Services. We will respect your right to privacy in accordance with Australian privacy legislation and we aim to deal with you fairly, equitably and courteously.

If we are unable to assist you directly with a problem, we will always do our best to advise you where to obtain the assistance you are seeking.

What we can do for you :

- issue Australian passports or travel documents, including emergency passports;
- provide advice and support in the case of an accident, serious illness, death, or if you are the victim of a serious crime, and we can also arrange for next of kin to be informed;
- contact relatives and friends on your behalf and ask them to assist you with money or tickets;
- provide limited financial assistance in real emergencies;
- witness and certify signatures on documents and provide certain other notarial services (a fee is charged for these services);
- provide lists of English-speaking and lawyers; (& possibly doctors)
- visit you in gaol if you request it and, with your consent, liaise with family
- provide voting facilities at Federal and some State elections;
- provide information on how to obtain the latest travel advice for many parts of the world, including health and security issues

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- provide referral details to the appropriate office for information such as :
 - Australian pensions.
 - impending reciprocal Social Security agreement with Switzerland.
 - taxation problems
- help as best we can during natural disasters, civil unrest, terrorist attacks or other such emergencies.

What we cannot do for you :

- arrange your travel or hotel bookings or assist in finding you permanent accommodation.
- obtain visas for you or provide information about visas to other countries.
- pay your hotel, medical or any other bills or take part in disputes about your expenses.
- pay your legal costs or provide legal advice.
- obtain special treatment for you in gaol or hospital or in any other dealings you may have with the local authorities.
- obtain employment or work permits for you.
- pay your pension.
- store your luggage or receive your mail.
- arrange social or cultural events for you.

(please note however, that any functions that we organise where Australians may participate, will be listed on the Consulate's website and publicity will be sent out in the mail and / or by e.mail.

EG - Anzac Day - 25 April and Remembrance Day - 11 November are two ceremonies that are organised each year at the Commonwealth War Grave / cemetery in Vevey, where Australians are very welcome.

(Australia Day functions are not always possible to arrange).