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Guide to the Canton of Lucerne



Health Social Services Workplace



Welcome to the Canton of Lucerne

The «Guide to the Canton of Lucerne. Health – Social Services – Workplace» gives you information about cantonal and regional services, health and social services, as well as information on topics related to work and social security. For detailed information, please consult the relevant websites. If you require assistance or advice, please contact the appropriate agency directly.

Some of the services described in this guide may have changed since publication. The guide does not claim to be complete.

Further information about health services provided throughout Switzerland can be found in the «Health Guide to Switzerland». The «Guide to the Canton of Lucerne. Health – Social Services – Workplace» is closely linked to the «Health Guide to Switzerland» and you may find it helpful to cross-reference both guides.

The services described in this guide are primarily advisory services provided by social advice centres. Advisory services are defined as follows:

Advisory services

An advisory service provides counselling from an expert; using such a service is completely voluntary. These services provide information and support if you have questions that need answers, problems to solve or obligations to fulfil.

Foreword

This guide provides important information and contact details related to health services, social services and employment issues in the Canton of Lucerne. It details where residents can get help if they have any problems or questions.

The guide is mainly intended to help new residents who have moved to the Canton of Lucerne, it has been translated into several different languages. It is also a source of information and a tool for public service employees, specialists, members of associations and other interested parties.

The various municipalities in the Canton of Lucerne offer lots of different sports and cultural opportunities as well as numerous possibilities for social activities that you can undertake in a club or individually. Are you interested in fitness training or a particular sport? Would you like to get involved in social or cultural activities? Find out about the different options available in your area from your local municipal office.

Ruth Bachmann

Director Office for Social Issues

Department for Social Services

(Dienststelle Soziales und Gesellschaft), Canton of Lucerne

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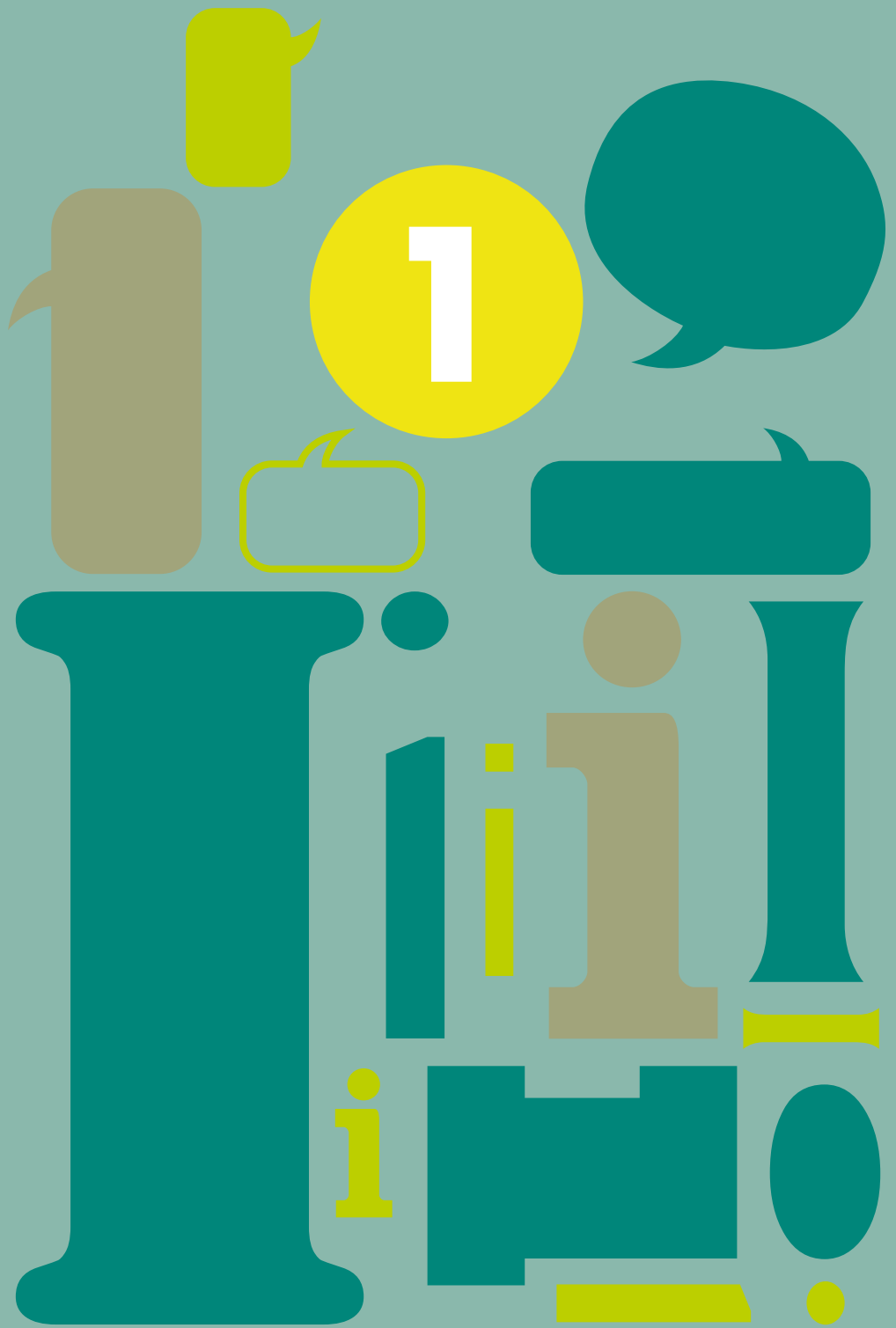
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For cross references to the «Health Guide to Switzerland» please consult www.migesplus.ch › Signposts › Health Guide 



General Information

If you are unsure where to go if you have a question or a problem, ask the social services department at your municipal office. The staff there will help you to find the right service. You can find out more in the section on Municipal social services and social services advisory centres (SoBZ) on page 19. You can also contact the FABIA advice centre if you need someone to point you in the right direction.

FABIA. Kompetenzzentrum Migration
Tribtschenstrasse 78
6005 Luzern
041 360 07 22
info@fabialuzern.ch
www.fabialuzern.ch


Privacy and confidentiality

Staff employed in the various specialist services and their interpreters are bound to confidentiality. Information will only be disclosed to third parties with your consent. If the law provides for an obligation to inform a third party, you will be informed in advance.

Interpreting services in Central Switzerland

To ensure the best possible communication between immigrants and specialists in both the private and public health, education and social services sectors, the interpreting service can arrange for qualified intercultural interpreters in about 50 languages.

Caritas Luzern
Dolmetschdienst Zentralschweiz
Grossmatte Ost 10
6014 Luzern
041 368 51 51
dolmetschdienst@caritas-luzern.ch
www.dolmetschdienst.ch

Further information on intercultural interpreting services can be found in the «Health Guide to Switzerland». 

Cost of services

Most of the services detailed in this guide are free. You will be advised if there is a cost attached to any particular service.

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Health


Physical health

Family doctor

In Switzerland the family doctor (Hausarzt) is responsible for primary health care. If you are ill or require medical advice, the first person to contact is always the family doctor. Your family doctor will refer you to a specialist or to a hospital if further treatment is required.

What happens if you do not have a family doctor? The following link gives you a complete and official list of all the doctors practising in Switzerland. You can also check out which languages the doctor speaks.

www.doctorfmh.ch

Further information about the medical care provided by family doctors and additional information on health insurance can be found in the «Health Guide to Switzerland». 

Cantonal hospitals, emergency number for Lucerne doctors, paediatric help line, Permanence Medical Center (group practice at Lucerne Railway Station)

If you cannot contact your family doctor, you can get help from the following institutions:

www.luks.ch

Emergency number for Lucerne doctors

0900 11 14 14 (CHF 3.23/min.)

If you cannot contact your family doctor, you can call this emergency number 24 hours a day and 7 days a week.

Paediatric help line

0900 55 47 74 (CHF 3.23/min.)

If you ring this number the doctors at the children's hospital in Lucerne will provide assistance 24 hours a day and 7 days a week.

Lucerne Cantonal Hospital in Lucerne

Spitalstrasse
6000 Luzern 16
041 205 11 11

Lucerne Cantonal Hospital in Sursee


Spitalstrasse 16 A
6210 Sursee
041 926 45 45

Lucerne Cantonal Hospital in Wolhusen

Spitalstrasse 50
6110 Wolhusen
041 492 82 82

Permanence Bahnhof Luzern,
MedCenter AG (group practice at
Lucerne Railway Station)
Lucerne Railway Station concourse
041 211 14 44
www.medcenter.ch/herzlich-willkommen-bahnhof

You should only dial the emergency number 144 if there is a life-threatening situation.


Further information about medical emergencies and in-patient care in the hospital can be found in the «Health Guide to Switzerland». 

Spitex (home care association)

The Spitex home care association provides care and support outside hospital or nursing home settings. Trained nurses provide help and care for people who need assistance in their own home, such as patients who need further care and support following a stay in hospital.

The national Spitex telephone number is: 0842 80 40 20

When you ring this number you will be asked for the postcode of the town or village where you live and then put in contact with your local branch of the organisation.

Further information about the Spitex home care association can be found in the «Health Guide to Switzerland». 


Spitex home care for children in Central Switzerland (KinderSpitex)

The KinderSpitex organisation specialises in the care of children and young people up to the age of 18.

KinderSpitex Zentralschweiz
Brünigstrasse 20
6005 Luzern
041 970 06 50
info@kispex.ch
www.kispex.ch

Dentist

If you have any dental problems, contact your dentist (Zahnarzt). A list of dentists practising in the Canton of Lucerne can be found on the Internet. www.sso.ch/fuer-patienten-zahnartzsuche

Further information about dental services can be found in the «Health Guide to Switzerland». 


Mental health

Do you suffer from sleeping problems, a constant state of anxiety or other mental health problems? Your first point of contact in the Canton of Lucerne is your family doctor (Hausarzt). If necessary, the family doctor will then refer you to a mental health specialist or psychiatric unit.

Emergency number for Lucerne doctors

0900 11 14 14 (CHF 3.23/min.)

If you cannot contact your family doctor, you can call this number 24 hours a day, 7 days a week.

Further information about mental health care services and psychotherapy can be found in the «Health Guide to Switzerland». 

Psychiatric outpatient services in the Canton of Lucerne

The following outpatient services are intended for people experiencing a personal crisis or suffering from mental health problems. Psychiatric problems include depression, manic depression, anxiety states, stress disorders or problems with addiction.

www.lups.ch › Erwachsenenpsychiatrie
› Allgemeinpsychiatrie › Ambulatorien

Regional Departments

www.lups.ch/standorte

Mental health services for children and young people (KJPD)

The KJPD is responsible for the psychological and psychiatric evaluation and treatment of children and young people with mental, psychosomatic and psychosocial difficulties.

www.lups.ch
› Kinder- und Jugendpsychiatrie

Regional Departments

www.lups.ch/standorte

Helpline for families – Lucerne Psychiatric Services

Via this helpline relatives of patients suffering from psychiatric disorders can get advice and information on topics such as mental health disorders, medication and treatment options from mental health experts.

Beratungstelefon 24 h
für Betroffene und Angehörige
0900 85 65 65
(Regulärer Gesprächstarif bis zur
10. Minute, danach 3.23 CHF/Min.)
www.lups.ch › Patienten & Angehörige
› Angehörigenarbeit

Addiction problems

alcohol, drugs, etc.

Social services advisory centres (SoBZ)

The experts at the SoBZ advise you on problems relating to alcohol, gambling, shopping or food addiction etc. You can find your local SoBZ in the section on Municipal social services and social services advisory centres (SoBZ) on page 19.

Psychiatric outpatient services in the Canton of Lucerne

Outpatient services offer counselling and treatment to people with an addiction to alcohol, drugs, opiates or other addictive substances.

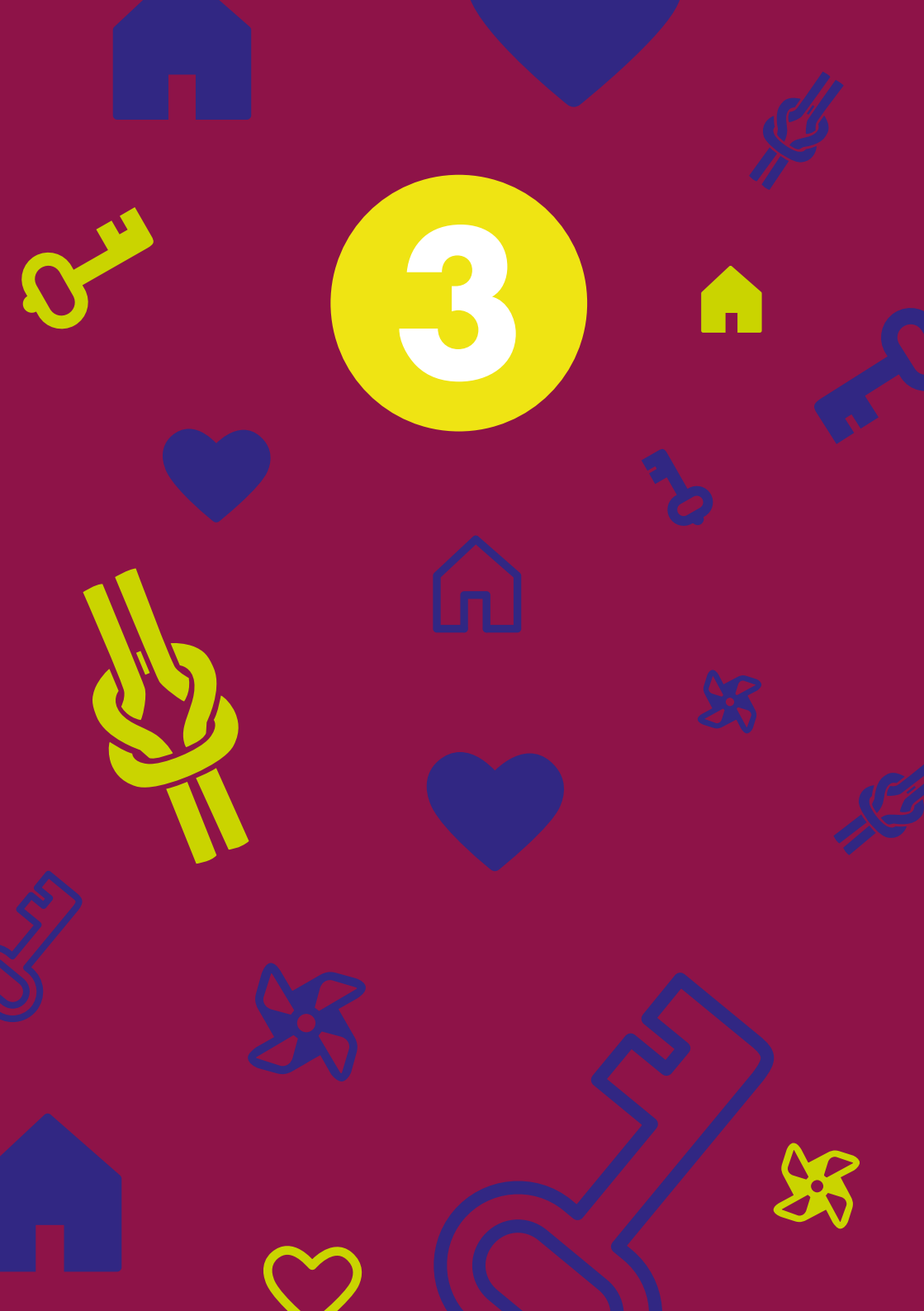
Details of your local psychiatric outpatient department are listed in the section on Psychiatric outpatient services in the Canton of Lucerne on page 14.

Drop-in

The Drop-in is an outpatient service offering help and advice to people with opiate or multiple dependencies.

Drop-in
Bruchstrasse 29 A
6000 Luzern 7
058 856 43 00
dropin@lups.ch
www.lups.ch › Erwachsenen-Psychiatrie
› Abhängigkeit

3



Social services

Municipal social services and social services advisory centres (SoBZ)

We often need professional help to resolve personal, family or financial problems. You can get help for your specific problem through a personal consultation either with the social services department in your local municipality or a social services advisory centre. Every municipality in the Canton of Lucerne either has its own social service or runs a social service advisory centre (SoBZ) in conjunction with other municipalities.

The social services for your local municipality or the social services advisory centre (SoBZ) cover the following topics:

- Parental guidance/health visitor services
- Educational counselling
- Youth counselling
- Counselling for individuals, couples and families
- Budget and debt advice
- Social welfare and parental assistance
- Counselling for alcohol abuse or addiction
- Advice on eating disorders, gambling, drug addiction and other addictions
- Professional guardianship in the context of child and adult protection
- Advice and support for pupils and students

You can find out which social service or regional office advisory centre (SoBZ) serves your municipality by enquiring at your municipal offices. More information is available on the website: www.sobz.ch

Regional SoBZ

Zentrum für Soziales Standort Hochdorf
Bankstrasse 3 B
Postfach 694
6281 Hochdorf
041 914 31 31
hochdorf@zenso.ch

Zentrum für Soziales Standort Sursee
Haselmatte 2A
Postfach
6210 Sursee
041 925 18 25
sursee@zenso.ch

SoBZ Region Willisau-Wiggertal
Kreuzstrasse 3B
Postfach 3239
6130 Willisau
041 972 56 20
willisau@sobz.ch

SoBZ Region Entlebuch,
Wolhusen und Ruswil
Hauptstrasse 13
Postfach 165
6170 Schüpfheim
041 485 72 00
info@sobz-entlebuch.ch

Lucerne city

Social Info Rex

Social Info Rex gives information to residents of the city of Lucerne and helps them find the professional support they need; it also gives an overview of the various services available.

Sozial Info Rex

Obergrundstrasse 3
6002 Luzern
041 208 72 72
www.sozialedienste.stadtluzern.ch

For specific queries relating to addiction:
KLICK. Fachstelle Sucht Region Luzern
Obergrundstrasse 49
6003 Luzern
041 249 30 60
info@klick-luzern.ch

General social advice centres

FABIA. Kompetenzzentrum Migration

This centre offers information and advice to help immigrants integrate. As well as immigrants with L, B and C and F (10+ years) residence permits, the centre also supports specialists from social services, education services and health services as well as local authorities and municipal offices.

FABIA. Kompetenzzentrum Migration
Tribtschenstrasse 78
6005 Luzern
041 360 07 22
info@fabialuzern.ch
www.fabialuzern.ch

Caritas Luzern

Caritas Luzern offers specific help to individuals and families who find themselves in a difficult situation. Specialists provide counselling, information and advice on social and financial matters.

Caritas Luzern
Sozial- und Schuldenberatung
Kellerstrasse 36
6005 Luzern
041 368 52 73
sozialberatung@caritas-luzern.ch
www.caritas-luzern.ch › Was wir tun ›
Sozial- und Schuldenberatung

Specialist advisory services, preventive medicine and health promotion

Preventive medicine and health promotion

traversa – Network for people with mental illness



The traversa network advises, supports and cares for people with mental illness and their close friends and family. It offers inpatient and outpatient services.

traversa
Tribschengasse 8
6005 Luzern
041 319 95 00
info@traversa.ch
www.traversa.ch

Ombudsman for patients in Central Switzerland

The patient ombudsman offers advice and advocacy services to patients and insured individuals who have a problem. The problem may involve doctors, dentists, hospitals, health or other insurance companies as well as other providers of medical services.

Patientenstelle Zentralschweiz
St. Karliquai 12
6004 Luzern
041 410 10 14
patientenstelle.luzern@bluewin.ch
www.zentralschweiz.patientenstelle.ch

Further information on patient's rights and duties can be found in the «Health Guide to Switzerland».  

Aids counselling service, Lucerne

The Aids counselling service in Lucerne provides anonymous advice by telephone or in person. The service will answer your questions about HIV/Aids, other sexually transmitted diseases, psychosocial issues and sexuality in general.

Aids Hilfe Luzern
S&X – Sexuelle Gesundheit Zentral-
schweiz
Museggstrasse 27
6004 Luzern
041 410 69 60
info@sundx.ch
www.sundx.ch

Centre for self-help groups in the cantons of Lucerne, Obwalden and Nidwalden

The canton of Lucerne is home to around 90 self-help groups covering a wide variety of topics. For more information, visit the website or contact the centre directly.

Selbsthilfe Luzern
041 210 34 44
mail@selbsthilfeluzern.ch
www.selbsthilfeluzern.ch

Benevol Luzern – Voluntary work organisation

This organisation provides information about the possibilities for voluntary work in the Canton of Lucerne and advises people who would like to get involved.

Benevol Luzern
Postfach
6210 Sursee
041 211 02 30
www.benevol-luzern.ch

migesplus.ch

This website provides you with information about the health care system, the health insurance system and health promotion in nine different languages.

www.migesplus.ch

Children and young people

Contact – Advisory service for young people and families

The juvenile advisory service is for teenagers and young people aged between 13 and 25 years as well as their parents and caregivers; family advice is available to families with children up to the age of 13 years. Information is also available to parents who are separating or getting divorced.

Check the website at www.contactluzern.ch for details of the advisory centre in your municipality.

CONTACT – Jugend- und Familienberatung
Kasernenplatz 3
Postfach 7860
6000 Luzern 7
041 208 72 90
info@contactluzern.ch
www.contactluzern.ch

Therapeutic pre-school education service (HFD)

The HFD accompanies and assists children who have developmental problems or risks, as well as disabled children, from birth to kindergarten. It offers advice to parents and education managers on questions relating to the child's development and upbringing.

www.volksschulbildung.lu.ch ›
Schulsystem & Schulen › FFS

Regional HFD Offices

HFD Lucerne
Weggismattsrasse 23
6004 Luzern
041 228 31 40

HFD Sursee
Haselmatte 2 A
6210 Sursee
041 228 31 10

HFD Willisau
Am Schützenrain 4
6130 Willisau
041 228 31 30

Pro Juventute (Advice for children and young people)

Pro Juventute advises children and young people and helps in emergencies.

Advice and Helpline 147
For children and young people,
24 hours a day and 7 days a week.
Help is available by telephone,
text, chat, e-mail or web services.
beratung@147.ch
www.147.ch

Pro Juventute, Canton of Lucerne
www.projuventute-luzern.ch

Families

Parenting advice or health visiting service

The parenting advice service advises mothers and fathers from their child's birth up to the age of five. It answers questions about breastfeeding, nutrition, development, upbringing, health and illnesses etc.

Parenting advice or health visiting service for the Lucerne region

www.muetterberatung-luzern.ch
› Beratungen

Mütter- und Väterberatung
Region Luzern
Kasernenplatz 3
Postfach 7860
6000 Luzern 7
041 208 73 33
mvb@stadtluzern.ch
www.muetterberatung-luzern.ch

Parenting advice in the Lucerne region

The social services advisory centres (SoBZ) in the Lucerne region provide parenting advice and health visiting services in the communities they serve: You can find details of the SoBZ in your community in the section on Municipal social services and social services advisory centres (SoBZ) on page 19.

Childcare / child minding services

This website provides you with information on more than 400 facilities in the Canton of Lucerne providing childcare or child minding services outside the family.

www.kinderbetreuung.lu.ch

Contact – Advisory service for young people and families

This service is for families with children up to the age of 13.

Advice is also available to parents who are separating or getting divorced.

For more details, see the section on Contact on page 24.

Parenting education LU

This website gives you information about the many courses available on subjects related to bringing up your children. You can find out where the courses are, where to access specialist information and where you can exchange ideas with other parents.


www.elternbildung.lu.ch

Relationships, sexuality and counselling

elbe – Advice centre for life issues

This is the official advisory service providing counselling and help for single people and couples on issues related to pregnancy, family planning and sexuality for those living in the cantons of Lucerne, Nidwalden and Obwalden.

elbe – Fachstelle für Lebensfragen
Hertensteinstrasse 28
6004 Luzern
041 210 10 87
www.elbeluzern.ch

Further information about pregnancy and birth can be found in the «Health Guide to Switzerland». 

Liaison centre for women's organisations in Lucerne

The centre in Lucerne offers specialist advice on the following topics: legal issues, budgeting, supporting adult dependents and childcare. This advisory service is also available to men.

Frauenzentrale Luzern
Denkmalstrasse 2
6006 Luzern
041 211 00 30
info@frauenzentrale.ch
www.frauenzentraleluzern.ch

manne.ch – Advice and information for men

This helpline is specifically for men with questions or acute problems. It offers advice on issues such as men's health, relationships, family, spirituality etc.

Mannebüro Luzern
Advice line 076 393 33 12
kontakt@mannehotline.ch
www.manne.ch

S&X – Sexuelle Gesundheit Zentralschweiz

This service provides professional advice on all issues concerning relationships, body awareness and sexuality. It is aimed at teenagers and young people as well as their parents.

S&X – Sexuelle Gesundheit Zentralschweiz
Museggstrasse 27
6004 Luzern
041 410 69 60
info@sundx.ch
www.sundx.ch

LGBT+ Helpline

This advisory service is open to anyone who has questions regarding their lesbian, bisexual, gay or transsexual situation – regardless of their sexual orientation.

0800 133 133
hello@lgbt-helpline.ch
www.lgbt-helpline.ch

zwangsheirat.ch

This advisory service supports those affected by forced marriage and people close to them, as well as professionals. Advice is also available outside office hours; contact can be established by e-mail or telephone in the first instance, with the option to be called back.

0800 800 007
info@zwangsheirat.ch
www.zwangsheirat.ch

People with disabilities

Pro Infirmis

Pro Infirmis offers advice, financial assistance, support, relief and much more for the chronically sick and people with disabilities, as well as their families.

Pro Infirmis Luzern, Ob- und Nidwalden
Zentralstrasse 18
Postfach 3666
6002 Luzern
058 775 12 12
luzern@proinfirmis.ch
www.proinfirmis.ch › Angebot › Luzern

Services for the elderly

Pro Senectute Kanton Luzern

Pro Senectute advises and supports people over the age of 60. It helps with issues relating to social security, housing and legal or financial affairs. Advice is also available to family members. In addition, it also offers educational and sports courses.

Pro Senectute Kanton Luzern
Maihofstrasse 76
Postfach 3640
6002 Luzern
041 226 11 88
info@lu.prosenectute.ch
www.lu.prosenectute.ch

Support for people with no official residence permit

Sans-Papiers

This liaison office supports people who do not have an official residence permit and provides information about social security and health insurance, schools and education, residence status, partnerships, family etc.

The office is open: Tuesday and Thursday from 2pm to 6pm.

Sans-Papiers
Kontakt- und Beratungsstelle
Langensandstrasse 1
6005 Luzern
041 240 24 10
luzern@sans-papiers.ch

Further information for people with no official residence permit can be found in the «Health Guide to Switzerland».



Accident and violence

Police

If you are acutely threatened or are a victim of violence call the national police emergency number 117. If you have any questions relating to criminal matters contact the local police station in your municipality.

Victim support

The victim counselling centre (Opferberatungsstelle) helps people whose physical, mental or sexual wellbeing has been affected as the result of crime. The counselling centre offers personal and legal support.

Opferberatungsstelle des Kantons
Luzern
Obergrundstrasse 70
6003 Luzern
041 228 74 00
opferberatung@lu.ch
www.disg.lu.ch › Themen ›
Opferberatung

Lucerne Women's Shelter

The women's shelter is designed for women and their children who have been physically, mentally or sexually abused as well as for women who are threatened or are in an abusive, controlling relationship with a partner or family member. The shelter offers protection, a place to stay and advice. It provides temporary respite, giving women space to plan their next move.

Frauenhaus Luzern
Postfach 2616
6002 Luzern 2 Universität
041 360 70 00
frauenhaus@frauenhaus-luzern.ch
www.frauenhaus-luzern.ch

agredis.ch – counselling about violence from man to man

This service offers counselling to men of all ages who have injured or harmed others through their words or actions.

agredis.ch
Unterlandstrasse 12
6005 Luzern
078 744 88 88
gewaltberatung@agredis.ch
www.agredis.ch

Finances and debt

Centre for Debt Issues, Lucerne

This service provides advice for people with debt problems. More information on debt issues can be found on the website: www.schulden.ch.

Fachstelle für Schuldenfragen Luzern
Weinmarkt 20
6004 Luzern
041 211 00 18
info@schuldenberatung-luzern.ch
www.schuldenberatung-luzern.ch

Emergency and survival assistance

Church association providing support on the streets, Lucerne

This association supports addicts and those suffering from extreme poverty living in Central Switzerland. It provides basic medical care, healthy food and individual counselling.

Verein Kirchliche Gassenarbeit Luzern
Murbacherstrasse 20
6002 Luzern
041 252 26 26
office@gassenarbeit.ch
www.gassenarbeit.ch

Emergency shelter

Adults who are resident in Switzerland and who are in an acute crisis situation can sleep here at short notice.

Obdach-Notschlafstelle
Gibraltarstrasse 29
6003 Luzern
041 202 03 10
obdach@jobdach.ch
www.jobdach.ch

Social services provided by religious institutions

In many municipalities, the religious institutions also offer social services similar to those offered by the state. Ask at your local church.

Other religious organisations have their own advisory and support services. Make enquiries with your own religious organisation.

Social services addresses

This website provides the addresses of social service providers classified under headings such as care, nursing services, voluntary work, services for the elderly, leisure activities etc.

www.disg.lu.ch > Adressen Soziales



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Workplace

Job and career guidance

Advisory and information centre for education and career guidance (BIZ)

This centre provides information and advice to young people and adults on matters relating to education, work and career.

Beratungs- und Informationszentrum
für Bildung und Beruf (BIZ)
Obergrundstrasse 51
6002 Luzern
041 228 52 52
info.dbw@lu.ch
www.beruf.lu.ch › Beratung &
Unterstützung

How to Proceed in Unemployment

Anyone who becomes unemployed must register with the relevant regional unemployment centre (RAV) as soon as possible. They should register during their notice period where possible and on their first day of being unemployed at the very latest. Registration can be online or in person. After an unemployed person registers online, the RAV will contact them to arrange a registration appointment. Anyone wishing to register in person will be required to book their first registration appointment at the RAV.

<https://wira.was-luzern.ch> › Bereiche ›
Arbeitsmarkt › Für Stellensuchende

Arbitration

Arbitration authority for employment

You can apply to this authority for an arbitration procedure if you have legal concerns about your employment contract.

Schlichtungsbehörde Arbeit
Zentralstrasse 28
6002 Luzern
041 228 65 60
www.gerichte.lu.ch › Organisation ›
Schlichtungsbehörden ›
Schlichtungsbehörde Arbeit

Arbitration authority for gender equality

This authority offers arbitration procedures for employees with a private employment contract. The Federal Act on Gender Equality provides the legal framework for ensuring equality.

Schlichtungsbehörde Gleichstellung
Zentralstrasse 28
6002 Luzern
041 228 65 60
www.gerichte.lu.ch › Organisation ›
Schlichtungsbehörden › Schlichtungs-
behörde Gleichstellung

Legal information

Labour Court legal information service

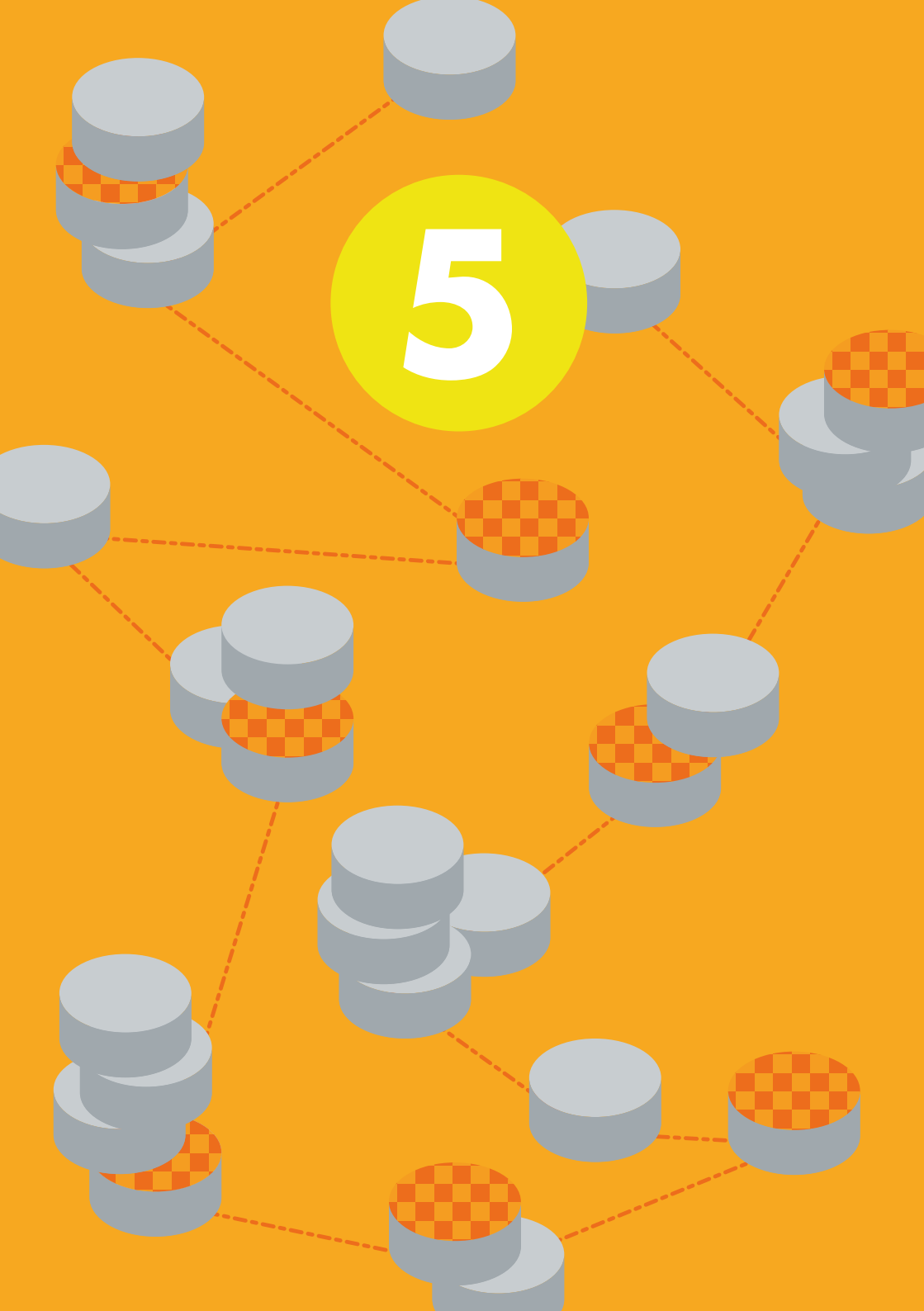
The legal information service provided by the Labour Court offers advice in person or by telephone to residents living in the Canton of Lucerne.

Arbeitsgericht
Zentralstrasse 28
6002 Luzern
041 228 63 13
www.gerichte.lu.ch › Organisation ›
Erstinstanzliche Gerichte › Arbeitsgericht
› Rechtsauskunft

Lucerne Federation of Trade Unions (LGB)

The Lucerne Federation of Trade Unions offers free drop-in advice sessions twice a month. Dates are published on the organisation's website and no appointment is necessary.

Luzerner Gewerkschaftsbund
Brünigstrasse 18
Postfach 3246
6002 Luzern
041 240 55 85
lgb-luzern@bluewin.ch
www.lgb-luzern.ch



Social security

Social security branch offices (AHV-Zweigstellen)


The AHV branch offices in the Canton of Lucerne act as a first point of contact and provide information relating to social security (AHV – state pension, IV – disability pension, etc.). If you have questions about social security you should contact your local municipal office, which is also the local social security branch office.

The social security branch office (AHV-Zweigstellen) provides help on the following topics:

- AHV (state pension)
- IV (disability pension)
- Supplementary benefits
- Income compensation
- Maternity benefits
- Family allowances
- Subsidies for health insurance premiums

The cantonal compensation office in Lucerne (Ausgleichskasse Luzern) provides information on any questions relating to social security benefits.


WAS Wirtschaft Arbeit Soziales
Ausgleichskasse Luzern
Würzenbachstrasse 8
6000 Luzern 15
041 375 05 05
www.ahvluzern.ch

Further information about social security can be found in the «Health Guide to Switzerland». 

Health insurance ombudsman

The health insurance ombudsman offers advice on any issues related to health insurance.

Ombudsstelle Krankenversicherung
Morgartenstrasse 9
Postfach 3565
6002 Luzern
041 226 10 10
www.om-kv.ch


Further information about health insurance can be found in the «Health Guide to Switzerland». 

Emergency telephone numbers

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Emergency number

For all medical emergencies

Further information about how to react in an emergency can be found in the «Health Guide to Switzerland». 

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Police

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Fire service

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Die Dargebotene Hand (The helping hand)

24 hours per day / 7 days per week

People in need of a helpful or supportive chat can ring this number at any time of the day or night and they will find somebody to talk to.

147

Pro Juventute (Advice for children and young people)

24 hours per day / 7 days per week

This helpline supports children and young people by giving them answers to questions about school, jobs, drugs, family problems, sexuality, violence and other problems.

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LUZERN

Languages:

Albanian, Arabic,
Bosnian / Serbian / Croatian,
English, French, German,
Italian, Polish, Portuguese,
Spanish, Tamil, Tigrinya

Sprache: Englisch

Acknowledgements

Edition: 2021

Publisher: Kanton Luzern
Dienststelle Soziales und
Gesellschaft

Design: Rosenstar GmbH

Copies printed: 1,000

Available from

Guide to the Canton of
Lucerne. Health – Social
Services – Workplace:
Dienststelle Soziales und
Gesellschaft (DISG)
Rösslimattstrasse 37
Postfach 3439
6002 Luzern

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www.disg.lu.ch › Publikationen

Health Guide to Switzerland:
www.migesplus.ch › Health
information

BBL, Vertrieb Bundes-
publikationen 3003 Bern
[www.bundespublikationen.
admin.ch](http://www.bundespublikationen.admin.ch)