

## **PREPARING FOR MY LEGAL ADVICE APPOINTMENT AT RAILS**

At Evening Advice Sessions (EAS), we can give you free face-to-face legal advice in general immigration matters if you cannot afford to pay a lawyer or a private migration agent.

We give free legal advice to people who live in all Queensland. If we cannot give you advice in person, we can arrange telephone advice for you.

### **When and where do EAS take place?**

EAS takes place:

- At West End: on Mondays and Wednesdays from 5 pm to 8 pm, at 170 Boundary Street.
- At Logan: every Wednesday from 5 pm to 8 pm at ACCESS Logan, on 91 Wembley Rd, Logan Central.

### **Booking an appointment is essential to attend EAS.**

If you cannot come to EAS, let us know. We might be able to give you advice on the telephone at other time

### **How can I book and appointment?**

To book an appointment call RAILS on (07) 3846 9300 from Monday to Friday between 9 am and 5 pm. We use interpreters when needed. Please note that the phone line is closed between 12:30 and 1:30 pm.

You can also book an appointment by completing a [self-referral form](#) and emailing it to [admin@rails.org.au](mailto:admin@rails.org.au). Please include a brief description of your migration matter.

If you have special requirements, please let us know and we will do our best to accommodate you earlier. We might be able to book you for telephone advice so you do not have to come into our office.

We recommend that you do not bring children to the appointment, as the waiting times can be long. Let us know if you have children under your care of and we can arrange telephone advice for you.

### **How much will my appointment cost?**

This is free legal advice. All of our services are free of cost.

### **What if I do not speak English?**

It is not a problem if you do not speak English. We can arrange telephone interpreters for you. Ask the legal advisor who is assisting you if you need an interpreter.

Even if your English is good, you might find an interpreter helpful so you can fully understand the advice. Migration law advice can sometimes be complicated and contain words or phrases you are unfamiliar with.

### **Is my information confidential?**

Yes, absolutely. We are not connected with the Department of Home Affairs. All information that you share with us is completely confidential and we will not share with anyone without your permission.

### **Who will give me advice?**

You will be given advice by a volunteer registered migration agent. A migration agent is a professional who is authorised to give migration advice.

### **How can I cancel my appointment?**

If you cannot come to your appointment, call us on (07) 3846 9300 to cancel it. If you are not able to tell us before 5pm on the day of the session, please text 0457 909 514.

If you have to cancel your appointment, we can book you for another time in the following weeks.

### **What do I need to bring to my appointment?**

It is **essential that you bring one form of photo ID** to your appointment. This can be your passport, your Australian driver licence or your national ID card.

You should also bring all the communications that you have from the Department of Home Affairs, and all evidence that you have related to your migration matter.

### **What will happen before the appointment?**

We will ask you to arrive at 5 pm. We will make a copy of your photo ID and any key documents, and check that all of your details are correct. We do not keep any of your original documents, we will return them to you.

### **What will happen during the appointment?**

You will spend about half an hour by yourself with a migration agent. You can explain them your matter and ask all the questions that you have. The advisor will give you advice about what you should do. You should take notes of the advice that we give you.

The advisor is not able to complete any forms for you. They can only check forms that you have tried to complete yourself and give you advice about how they should be completed.

If we cannot help you further with your matter, the advisor will give you a list of private migration agents who you can pay to provide you with further assistance.

We might be able to represent you and provide you with ongoing assistance in your matter. We will call you within a few days to let you know if we can represent you.

### **What will happen after the appointment?**

If we need to follow up with you on the next days, we will call you. The call will come from a private number. Please make sure that you answer your phone on the days following your advice session.

### **What happens if I need more advice?**

You can book another EAS appointment if you need more advice or if your situation has changed. However, we cannot provide the same advice to you twice. We encourage you to take notes during your appointment and ask the advisor as much as you need if you do not understand the advice.