

# VOLUNTEERING AT RAILS



RAILS could not exist without the help of its many volunteers. Volunteering at RAILS provides students and professionals with an understanding of migration and refugee law issues and helps them develop skills essential in their careers.

## DAY TIME VOLUNTEERS

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Day time volunteers perform their work during RAILS operating hours, from 9am to 5pm from Monday to Friday. We generally ask for a commitment of one day per week for at least six months.

### **Administration volunteers**

Law students and people with administrative experience volunteer in our busy reception area and are a great asset in the efficient administration of RAILS. This is a fast-paced area which handles a large amount of calls and walk-ins from people in need of immigration assistance. Volunteers assist with client intake and answering the phones, electronic record-keeping and other administrative duties.

### **Casework volunteers and PLT students**

Law students and legal professionals assist caseworkers with their migration cases. This may involve assisting clients to complete visa application forms, arranging appointments with clients and interpreters, drafting legal submissions, or doing legal research.

For this particular role, we generally look for law graduates or law students who are at least in their third year of studies, have some legal work experience and a demonstrated commitment to social justice.

RAILS can host and supervise students completing their Practical Legal Training as casework volunteers.

## EVENING ADVICE SESSIONS (EAS) VOLUNTEERS

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EAS takes place on Wednesdays, from 6pm to 8pm. We generally ask for a commitment of one night per month. EAS combines fully remote sessions, with volunteers assisting from their home, and semi remote sessions, with volunteers attending RAILS office but clients being advised over the phone.

### Advisors

If you are a registered migration agent or immigration lawyer, you can provide clients with general migration advice about their matter.

We generally seek applications from lawyers and migration agents who are already comfortable providing general migration advice in a professional capacity, although we have a structured observation and supervision process as part of our induction.

### EAS coordinator

Most EAS coordinators are law students who volunteer in this role once a month. The EAS coordinator role includes administrative tasks and hosting clients and volunteer advisors so they feel welcome at the service.

## HOW TO APPLY

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We welcome volunteering applications at any time.

To apply, please complete the form on our website. Please include a cover letter, your CV and your academic transcript.

We are looking forward to receiving your application!

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*"RAILS taught me how to work with the community and how to be an empathetic and effective lawyer. I am grateful to the lawyers at RAILS who supported and trained me as it has helped me enormously in my career".*

**Student volunteer**

*"Working with RAILS' solicitors taught me the value of empathetic lawyering and clear, culturally sensitive communication. I also saw first-hand how laws and policies can have great impact on the lives of vulnerable Queenslanders".*

**Student volunteer**

**THANK YOU FOR YOUR INTEREST IN VOLUNTEERING WITH  
RAILS**