



RAILS

Refugee and Immigration
Legal Service

2021-22

Annual Report

Refugee and Immigration Legal Service

Welcome

The Refugee and Immigration Legal Service (RAILS) is a Community Legal Centre (CLC) founded in 1980. For over 40 years, RAILS has provided free legal assistance and education in immigration and refugee law. RAILS is the only specialist CLC in Queensland for this area of law and provides services throughout the State.

RAILS works with people who have experienced family violence; people who have applied or need to apply for refugee visas in Australia after fleeing violence in their home countries; and with refugees in Australia hoping to reunite with their closest family members, often displaced and fleeing situations of danger, in Australia.

RAILS is a member of Community Legal Centres Australia and is registered as a Charity with the Australian Charities and Not-for Profit Commission.

RAILS acknowledges the Traditional Owners of Country throughout Australia, particularly the peoples on whose land we live and work and their continuing connection to land, waterways and community. We pay our respect to them and to Elders, past, present and emerging.



RAILS

Refugee and Immigration
Legal Service

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Message from the President

Matt Black, RAILS' President

We are grateful that President Fleur Kingham, President of the Land Court (and former Judge of the District Court) and Australian Association of Women Judges, has accepted an invitation to speak at the 2022 RAILS' AGM. In August 2022, one of our Afghan Response Lawyers, Sadia Azizi, was invited by President Kingham to speak at the national conference of Australian women lawyers. At the conference, President Kingham and Chief Justice Helen Bowskill both spoke highly of the work undertaken by RAILS and the professionalism displayed by RAILS staff. This public recognition of RAILS's work reflects the outstanding performance of the RAILS team across all aspects of our practice and is a mark of the well-earned reputation that RAILS has developed.

This year has been another busy and challenging one for RAILS and its staff. Intensive work was undertaken in relation to the Afghan crisis, supported by private law firms, individual donors, community organisations and public funding. A true partnership approach enabled the RAILS team to deliver outstanding services in a time of great need.

RAILS also redoubled its efforts in relation to its long-standing work in the area of family violence. The team delivered fantastic outcomes for clients in a range of dangerous and complex situations, including successfully securing permanent visas for vulnerable women. Organisationally, the whole RAILS team took part in a training series in respect of family violence and trauma-informed practice. We remain committed to incorporating this learning in everything we do.

Throughout the reporting year, the Management Committee was repeatedly impressed with the commitment of the RAILS team to delivering exceptional services with a true spirit of pro bono publico—for the

public good. The Management Committee wishes to record its thanks to:

- The RAILS' leadership team: Kylie McGrath (Executive Director and Principal Solicitor) and Noel Reeves and Susan Hogarth (Senior Supervising Solicitors). We are particularly grateful to Kylie McGrath for her continuing dedication to her responsibilities. We also thank Susan Hogarth for acting in that role when Kylie is on leave.
- RAILS staff and volunteers, including our solicitors, migration agents and organisational and support team.
- Our partners, networks and the law firms that provided pro bono assistance
- Our funding supporters, including those individuals who gave so generously, the Commonwealth and State Attorney General's Departments, Commonwealth Department of Home Affairs, Multicultural Affairs Queensland and Legal Aid Queensland and the Queensland Department of Justice and Attorney-General.

At the Management Committee in June 2022, we welcomed Kate McKeon as a new Committee member and the incoming Treasurer. Kate took over the Treasurer's role from Kerryn Prentice, whose hard work and guidance were greatly appreciated by all. Thanks again to Kerryn and to all other members of the Management Committee for their contributions to RAILS through the financial year.

And finally, for me, this marks the end of two years in the President's role and an appropriate time for me to step down and return to a 'back bench' role on the Management Committee. Thank you to all those whose support made the role so enjoyable!

OUR VISION

Fair and humane justice system for
the most vulnerable

OUR MISSION

Empower the most
vulnerable refugees,
asylum seekers and
migrants through
legal
assistance,
education
and advocacy

OUR VALUES

Social Justice
Expertise
Client-centred
Ethical practice
Inclusive

At a glance

In the financial year 2021-22 RAILS...



Represented 532 clients
Finalised 167 of these matters

Provided **legal advice** on 2,532 occasions
Completed 1,088 **pieces of discrete legal work** for clients who we did not represent



Referred people to appropriate support and legal services on 2,400 occasions

Worked accros 8 **outreach locations** throughout Queensland



Presented 14 **Continuing Professional Development** Sessions

This was only possible thanks to our team...

40
staff
members



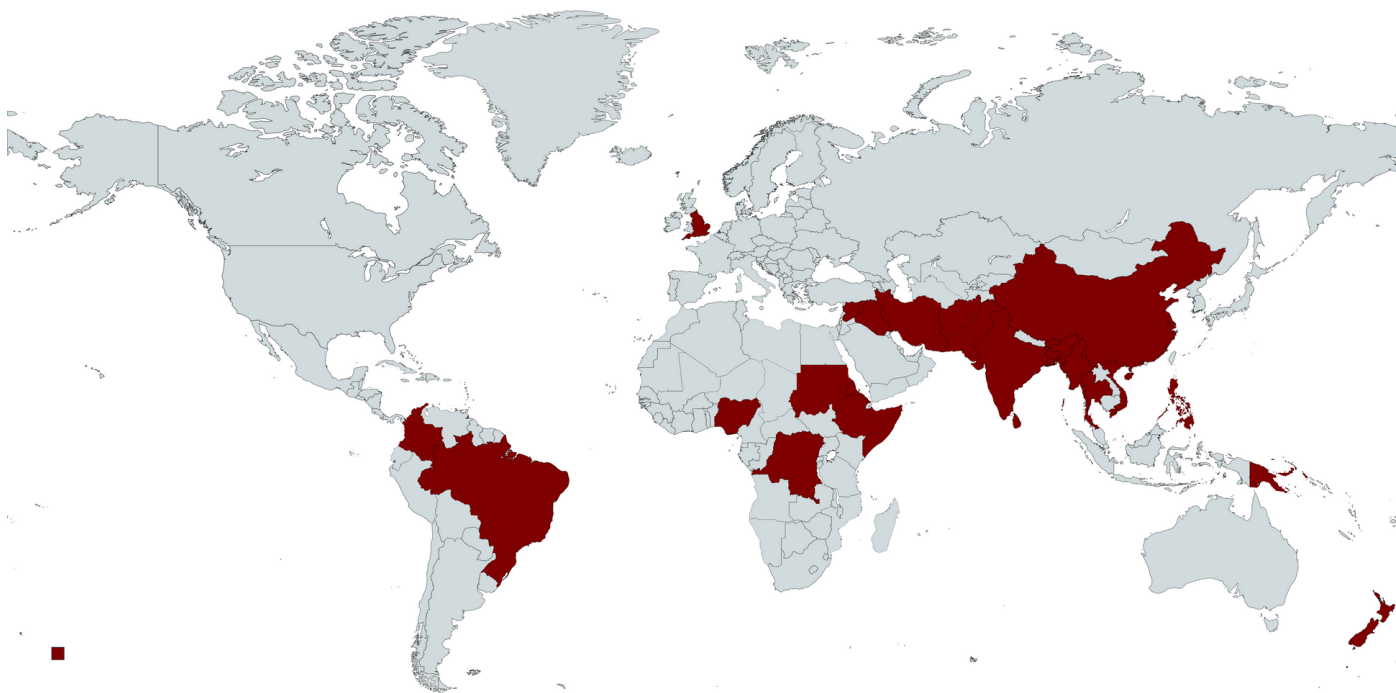
217
volunteers

Who were our clients?

In 2021-22, we helped 2,173 people.

Our clients are **diverse**: they came from 109 different countries and spoke 96 languages.

2021-22 RAILS' Clients Top 25 countries of origin:



- | | | | | |
|---------------------|---------------------------------|-----------------|----------------|-----------------|
| 1. Afghanistan | 6. Myanmar | 11. Eritrea | 16. Bangladesh | 21. Vietnam |
| 2. Iran | 7. Democratic Republic of Congo | 12. Pakistan | 17. Colombia | 22. England |
| 3. Iraq | 8. Ethiopia | 13. Brazil | 18. Sudan | 23. Buthan |
| 4. Papua New Guinea | 9. India | 14. Somalia | 19. Thailand | 24. New Zealand |
| 5. Sri Lanka | 10. Syria | 15. Philippines | 20. China | 25. Nigeria |

Our clients came from: Afghanistan, Argentina, Australia, Bangladesh, Belgium, Bhutan, Bosnia and Herzegovina, Brazil, Burundi, Cambodia, Cameroon, Canada, Central African Republic, Chile, China, Colombia, Democratic Republic of Congo, Republic of Congo, Cuba, Czech Republic, Denmark, Dominican Republic, Egypt, England, Eritrea, Estonia, Ethiopia, Fiji, Finland, France, Georgia, Germany, Ghana, Guinea, Hong Kong, Hungary, India, Indonesia, Iran, Iraq, Ireland, Israel, Italy, Japan, Jordan, Kenya, Kiribati, Democratic People's Republic of Korea (North), Republic of Korea (South), Kuwait, Lebanon, Liberia, Lithuania, Malawi, Malaysia, Mexico, Mongolia, Morocco, Myanmar, Namibia, Nauru, Nepal, Netherlands, New Caledonia, New Zealand, Nigeria, Northern Ireland, Pakistan, Palestine, Papua New Guinea, Peru, Philippines, Poland, Romania, Russian Federation, Rwanda, Samoa, Saudi Arabia, Scotland, Sierra Leone, Singapore, Slovenia, Solomon Islands, Somalia, South Africa, South Sudan, Spain, Sri Lanka, Sudan, Syria, Taiwan, Tanzania, Thailand, Timor-Leste, Tonga, Turkey, Uganda, Ukraine, United Arab Emirates, United States of America, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wales, Yemen and Zimbabwe.

Our clients also **experience multiple layers of disadvantage**:

Almost **90%** of our clients **did not speak English as a first language**

We needed to **use interpreters** to provide **58%** of our legal services

70% of our clients were **financially disadvantaged**

Almost **20%** of our services were provided to clients who **had no income whatsoever**

707 of our clients disclosed that they had experienced **family violence**

376 of our clients were **homeless or at risk of homelessness**

219 of our clients had a **disability**

Executive Director's Report

Kylie McGrath, Executive Director and Principal Solicitor

This year was like nothing we have ever seen before. We were hit by multiple, external crisis', all of which had a direct impact on our organisation: the Taliban takeover of Afghanistan (August 2021); the pandemic arriving in Queensland in earnest after the opening of state and national borders (from December 2021); significant flooding throughout South-East Queensland (February 2022) and the Russian invasion of Ukraine (from February 2022).

Through it all, RAILS demonstrated our resilience, the strength of our commitment to meet the needs of our clients and our ability to grow and adapt rapidly to meet new and unmet needs.

RAILS' response to the crisis in Afghanistan

On 15 August 2021, Afghanistan fell to the Taliban. This created an unprecedented level of immigration legal need in Queensland and the largest demand on RAILS' resources in our 40-year history. In the two-week window leading up to the complete withdrawal of US, Australian and other Western forces, our team of 8 FTE lawyers, received 650 requests for assistance from members of the Queensland Afghan community. This later grew to over 800 requests.

In that two-week window, RAILS diverted as many of our resources as possible to try to secure positions on evacuation flights for Queenslanders and immediate family members of Queenslanders (often wives, children and orphaned relatives) who were trapped in Afghanistan. We established and supervised a pro-bono clinic to enable lawyers and law firms to assist with the overwhelming level of need. We are extremely grateful to those volunteers as well as to the individuals, law firms and organisations whose generous financial support made this initial response possible and sustained our response until October 2021. We are also immensely grateful to the Queensland Attorney General, her Department and the Queensland government for its unique and significant financial support, with an initial commitment of \$400,000 from 1 October 2021.

With funding from the Queensland and later Commonwealth governments, RAILS built a further response to the Afghan crisis. This response was led by Coordinating Lawyer, Joanna Cull, who supervised a team of 13 new staff (8.6 FTE). to assist with visa applications for:

- wives, children and orphaned relatives of Queenslanders, who remained trapped in Afghanistan

or had fled in to neighboring countries,

- those who had been evacuated to Queensland (over 500 evacuees), all of whom were required to make an application for a permanent visa within strict timeframes,
- other family members of Queenslanders, who were at grave risk in Afghanistan, and
- female judges from Afghanistan

We are very pleased to be able to say that, by the end of the 21/22 financial year, we were able to complete all work in the first of these categories (with the exception of new work that has arisen – applications for immediate family members of those who were evacuated to Australia). At the time of writing, we are close to completing work in the second category. In the third category, we have reached out to all the 800 people who were initially referred to us.

I would like to extend a huge congratulations and thanks to Joanna Cull, for her exceptional thorough and thoughtful leadership of this work, and to her team for this incredible effort.

However, there remains unmet need. Many of those who were evacuated to Queensland remain separated from their husbands, wives and children, who remain in Afghanistan. They are fearful for these immediate family members but also for others in their family. Very often the reasons that led to their own evacuation to Australia, place their family members in grave danger in Afghanistan. The extent that we will be able to meet these needs depends on the support that we receive from donors from this point.

Investments in addressing the impact of family violence

We have been heartened this year by additional investments in addressing the disproportionate impact of family violence on women on temporary visas. In October, we were able to commence in a partnership with Women's Legal Service – Queensland (WLSQ) to provide both specialist immigration legal assistance (from RAILS) and specialist family law, family violence and child protection legal assistance (from WLSQ) to victim-survivors.

In addition, we received generous support from the Queensland and Commonwealth Government to employ a full-time lawyer to provide representation to victim-survivors of family violence who had left violent relationships and needed to prove their experience of family violence to the Department of Home Affairs in order to maintain their Australian visa. With this funding,

Executive Director's Report

Kylie McGrath, Executive Director and Principal Solicitor

we were able to provide 70 advices and represent 20 women. Sadly, this is non-recurrent funding and this position can only be maintained until December 2022. A key challenge in the upcoming year for us will be to seek to secure replacement funds to continue this important work with those who have experienced family violence.

Refugees and asylum seekers

Our capacity to work with refugees and asylum seekers continues to be negatively impacted by the effective withdrawal of Commonwealth funded legal representation in this area (Immigration Application and Assistance Scheme, IAAAS) in 2018. We continue to stretch our NLAP and donor funds to breaking point to seek to meet the needs that arise here, including those that arose from the invasion of Ukraine.

This year saw a huge surge in the number of temporary refugee visas expiring in Queensland, with 600 recognised refugees facing the expiration of their visas (compared to 100 in the previous year). We are extremely grateful to the Queensland Government for contingency funding to address this surge and to our existing volunteers and 60 new volunteers and their firms for supporting the pro-bono clinic through which refugees receive legal assistance to apply for another refugee visa before their current visa expires.

The pandemic

Of course, all of the above occurred alongside the pandemic and natural disasters. We faced snap lock downs and, from December, rode multiple waves of COVID-19. We transitioned services from remote, to semi-remote to face-to-face and back again on multiple occasions. We sought to protect our vulnerable clients by being vaccinated, but many of our staff were under 40 and had long waits before the vaccine was available to them. We saw first-hand how vulnerability intersects with COVID-19, with our clients being at increased risk of contracting COVID-19 for many reasons, including being in casual and insecure work and barriers to understanding public health messages (for example, contract tracing locations only being available in English).

Thanks

I would like to extend my deepest thanks to our staff. Many of us have had our resilience truly tested this year: with lockdowns, remote learning for children and flooded or flood-damaged homes occurring alongside the unique emotional intensity of our work and rapid growth within

our organisation. As a team, we have cared for, and created space for, those colleagues who have needed it

We have treated our colleagues with kindness, understanding and respect. We have been flexible and stayed positive. I'm deeply grateful to the team for maintaining this positive, supportive and hopeful culture through the year, despite all the challenges.

I would also like to sincerely thank our President, Matt Black, and the Management Committee for their invaluable time, expertise and strategic guidance.

I would like to thank our many, many volunteers for their crucial donation of time and expertise and our pro bono partners, for a year of deepened partnership.

I would like to draw particular attention to the Queensland government's generous support for RAILS this year, in response to unprecedented areas of immigration legal need, as well as to thank the Commonwealth government for their ongoing support.

I would like to thank our donors: firms, foundations and individuals. With your support, we were able to commence our response to the Afghan crisis while evacuations were still underway and sustain our response until government funding was secured. We have also been able to provide invaluable legal assistance to boat arriving refugees and asylum seekers and commit to providing legal representation to evacuated Afghan children seeking to be reunited with their parents.

The year ahead

In the 22/23 financial year, we hope to see positive changes to law and policy impacting on our clients, particularly those holding temporary refugee visas, as well as the re-instatement of meaningful Commonwealth government funding of legal representation for those applying for refugee visas (previously IAAAS). Our key challenges as an organisation will be to seek to raise funds to finalise our work in response to the Afghan crisis and to continue the additional full-time lawyer position in our family violence practice, both with direct and significant impacts on clients. In addition, once temporary refugee visa holders are granted permanent visas, there will be an astounding level of legal need for refugee family reunion visa applications to allow wives and children to be reunited with husbands and fathers that they have been separated from for over a decade.

Thank you to our clients for the privilege of working with you. Thank you to all those who helped make it happen.

National Legal Assistance Partnership

RAILS' most significant source of funding is the National Legal Assistance Partnership (NLAP), funded by the Commonwealth and State Governments. In the 21/22 financial year, we exceeded our required NLAP deliverables by 79%.

As in previous years, NLAP funding has allowed RAILS to provide immigration advice and assistance to plane-arriving asylum seekers, as well as to those who have experienced family violence. This work can be life changing. Australia's migration system is complex and our clients face multiple layers of disadvantage. Having access to an experienced lawyer who can explain to them how they can find and remain in safety is of utmost importance.

In January 2022, RAILS was given additional funding for our work with vulnerable women who had experienced family violence. This ensured that we were resourced to provide full representation to all eligible victim-survivors relying on the family violence provisions in migration law. We thank the Commonwealth and Queensland Governments for the provision of funds in recognition and understanding of the compounding vulnerabilities our clients face and the importance of legal representation in relation to these matters.

NLAP funding also allows for our cancellation practice, which assists those holding (or who have held) refugee and humanitarian visas that have been cancelled or may be cancelled due to identity, integrity or consistency matters. Through the practice, RAILS also assists victim-survivors of family violence who have had their partner visas cancelled. While the practice has remained small, it

has a profound impact on clients' lives, as the cancellation of their visa leaves them in a precarious position, uncertain for their future in Australia, the country where they have built their lives. We have met demand in referrals for this service.

Through Evening Advice Sessions (EAS), we provided discrete legal assistance to financially disadvantaged Queenslanders whose immigration issues fell outside of RAILS' core areas of work. EAS is staffed by volunteer advisors, who provide an invaluable contribution towards assisting with these compelling matters.

Our Refugee Visa Expiry Clinic continued to run throughout the year. This pro-bono clinic ensures that those who have already been found to be refugees can access legal assistance in re-applying for a new refugee visa before their temporary refugee visa expires. Its frequency was doubled to meet demand, thanks to contingency funding from the Queensland Government. The clinic took place weekly.

The change in Federal Government has provided hope for temporary protection visa holders that they may be granted permanent visas. However, there is uncertainty about when and how changes to their visas will take place. This means that the clinic's work is still required, as clients' visas continue to expire, requiring the lodgement of a subsequent temporary protection visa to stay in Australia.

We are grateful to the Queensland Government for its ongoing commitment to the most vulnerable asylum seekers and migrants in the State and to funding the emerging legal needs that arise from the frequent changes in law, policy and practice in this area.

Total NLAP services provided in 2021-22

Represented	Finalised	Provided	Completed	Provided	Provided
356	137	1380	625	2324	2342
clients	representation matters	legal advices	pieces of discrete legal work	referrals	information services

Family Violence, Onshore Protection and Family Reunion

Provided	Completed	Represented	Finalised
606	155	288	100
legal advices	pieces of discrete legal work	clients	representation matters

State funded response to Afghan crisis

Provided	Completed	Represented	Finalised
217	160	34	25
legal advices	pieces of discrete legal work	clients	representation matters

Evening Advice Sessions

Provided
207
legal advices

Vulnerable Women

Provided	Completed	Represented	Finalised
70	5	20	5
legal advices	pieces of discrete legal work	clients	representation matters

Refugee Visa Expiry Clinics

Provided	Completed
157	147
legal advices	pieces of discrete legal work

Cancellations Practice

Provided	Completed	Represented	Finalised
60	20	14	7
legal advices	pieces of discrete legal work	clients	representation matters

National Legal Assistance Partnership

Case Study - Visa cancellation revoked

This year we met Elizabeth*. When we met her, she was very distressed. She had just found out that she did not hold a visa. She was experiencing significant financial hardship, as she was not entitled to work or eligible for Centrelink or government housing. She had a young child, who was an Australian citizen, and both were at risk of homelessness. Elizabeth was worried that she may be forced to leave Australia and be permanently separated from her child.

Elizabeth explained her story to us. She had previously held an Australian partner visa. She experienced family violence in her relationship with her partner and left the relationship for the safety of herself and her young child. Recently, Centrelink had stopped her payments and told her this was because she did not have an Australian visa. Only then did Elizabeth discover that her visa had been cancelled three years ago. She had never received the letter informing her of the cancellation.

RAILS represented Elizabeth. We applied to the Administrative Appeals Tribunal (the Tribunal), asking that they set aside the cancellation of her visa. We also applied to the Department of Home Affairs for a bridging

visa for Elizabeth so that she could work, access Medicare and remain lawfully in Australia with her child while she waited for the decision of the Tribunal.

In these cases, the Tribunal have strict deadlines that are unable to be extended even in the most compelling of matters. Elizabeth had missed her deadline because she never received the letter informing her of her visa cancellation. RAILS was able to argue that there was a legal error with the initial letter. This meant that the Tribunal was able to consider Elizabeth's case.

RAILS prepared written submission and attended the Tribunal with Elizabeth. The Tribunal was persuaded to overturn the cancellation of Elizabeth's visa because of the significant hardship being caused to Elizabeth and her child. Under migration law, this meant it was as if Elizabeth's visa was never cancelled.

Elizabeth once again had a visa for Australia. She knew that she could not be forced to leave the country in which her child was a citizen. She could access Centrelink and other government services and build a safe and secure life for herself and her child.

**Details have been changed to protect the client's privacy*

NLAP Client Survey Results

In May 2022, RAILS surveyed clients assisted within the NLAP program. The below shows the highlights of the survey results and comments provided by surveyed clients.

100%

of clients said that they would recommend RAILS to other people

100%

of clients said that RAILS staff listened to their problem in a friendly and respectful manner

90%

of clients said that RAILS met their specific cultural or personal needs

96%

of clients said that RAILS helped them understand how to deal with their legal problem and gave them options

[Lawyer's name], my agent is the best person I have ever met in Australia. He has gone out of his way to help me and has never given up on my case.

The staff are always friendly, helpful, and really understand my problems.

I am very grateful that my case officer made so much time for me, was flexible and explained everything to me. He also helped me prepare my documents and collected everything. They were also very respectful and I have recommended them to other people.

You have provided me with an excellent service.

Family Violence

In Queensland, RAILS are the experts in working with victim-survivors of family violence from diverse backgrounds in relation to their migration matters.

Migration law is complex, changes frequently and is explicitly punitive. Many experiencing family violence only have one chance to get their migration status right. If they miss a deadline or have their application refused, they may have no option but to leave Australia. They may never be able to return. This is the case even when they have experienced family violence and/or when their children must remain in Australia due to family law orders.

RAILS specialises in this complex area of law. We have spent decades honing our experience and refining our shared knowledge of the pitfalls of migration law and strategies to be employed at every stage of a matter, to give that matter its best chance of success. This knowledge is embedded within the staff, supervision structures, policies, procedures and precedents of our organisation.

In addition to our expertise in the law and practice, RAILS specialises in working with migrants, refugees and asylum seekers. Over decades, we have built up trust with newly arrived and migrant communities. and many of our staff are members of these communities. RAILS is also accessible to men and members of LGBTIQ+ communities experiencing family violence.

In working with victim-survivors, RAILS collaborates closely with other culturally specific specialist services. Those from diverse cultural backgrounds experience family violence in culturally specific ways. They also face barriers to service eligibility or accessibility that are specific to their cultural or religious background and/or visa status. We have long established relationships with key culturally specific organisations, including the Immigrant Women's Support Service (IWSS) and the Islamic Women's Association of Queensland (IWAQ) to ensure that our clients' specific needs (legal and non-legal) are identified and met.

This financial year, we continued to see extremely high demand for our specialist service from victim-survivors of family violence. We provided close to 1000 legal

services to people who had experienced family violence, most of whom did not speak English as a first language and many of whom were homeless or at risk of homelessness.

For many years, our work in this area has been funded through core NLAP funding and funds from Legal Aid Queensland. This financial year, our capacity was bolstered by three new streams of funding. These were a crucial addition to our core funding and meant that we were resourced to represent all financially disadvantaged, victim-survivors eligible to rely on the family violence provisions of the migration law.

First, this financial year, Women's Legal Services across Australia were granted funding from the Commonwealth Department of Social Services to assist women on temporary visas who had experienced family violence (through the Temporary Visa Holders Experiencing Violence Pilot, the Pilot). Women's Legal Service Queensland (WLSQ) and RAILS collaborated on this Pilot, with one of RAILS' most experienced migration lawyers, Bunu Gautam, providing immigration advice and representation at the WLSQ office in Annerley, alongside WLSQ's lawyers who provided family law, family violence and child protection advice and representation. The Pilot is currently confirmed for two-years of funding only.

Second, RAILS secured funding for vulnerable women in January 2022. These funds enabled us to employ a full-time lawyer for ten months to provide advice and representation to women able to rely on the family violence provisions. Unfortunately, this is non-recurrent funding lapsing in December 2022.

Finally, we received an injection of funds to support our family peace building program and to work with newly arrived humanitarian entrants in relation to family violence.

This year was also marked by opportunities for successful advocacy for victim-survivors of family violence. We advocated for those who had applied for offshore partner visas to be able to access the crucial and potentially life-saving family violence provisions. We provided data and insights to the Department of Home

Family Violence

Affairs as they worked towards, and ultimately implemented, this critical change.

In addition, RAILS' Executive Director and Principal Solicitor actively contributed as a member of the National Advisory Group on the Temporary Visa Holders Experiencing Violence Pilot throughout the year and addressed over 650 participants as a panellist for ANROWS on 'Systems, access, evidence: migrant and refugee women experiencing domestic and family violence'.

As we move into the next financial year, our key challenge will be to secure funding to replace the non-recurrent streams of funding outlined above. This will ensure that we continue to meet demand and that victim-survivors of family violence do not have to navigate the complex migration system alone, with the accompanying risk that they may have no choice but to remain in, or return to, homes that are unsafe.

Case study - Survivor of family violence granted permanent residency

Lucy* is a young single mother from Thailand*. She met her Australian partner, Paul*, through an online dating website. Their relationship quickly became serious, and Lucy was delighted to see him bond with her young daughter, Grace. Paul visited Thailand regularly. He arranged for Grace to attend a more prestigious school, moved them into a modern apartment and slowly became responsible for all of their living expenses. They got engaged and applied for an Australian Partner visa. Lucy and Grace moved to Australia for the wedding and Lucy and Paul initially enjoyed a happy and social marriage in Brisbane.

Two years later, their relationship began to change. Paul became increasingly controlling and possessive. He started tracking Lucy's movements and limited her social life. Paul became aggressive, and he would threaten to withdraw his visa sponsorship and "send her back to where she came from". These issues escalated over time. Lucy and Paul separated.

RAILS represented Lucy in the process of obtaining permanent residency. We obtained reports from Lucy's psychologist and family violence counsellor, which confirmed she had experienced emotional, psychological, social, financial and cultural abuse. We also assisted Lucy to draft a 20-page statutory declaration addressing the genuineness of her relationship with Paul before it ended and the family violence she experienced.

The Department referred Lucy to an Independent Expert to assess her claims of family violence. Alarming, the Independent Expert asked to interview Lucy's ten-year-old daughter. RAILS repeatedly requested that Lucy's child not be interviewed. We made legal arguments against its necessity and advocated for due care and the presence of appropriate support persons if it were to occur.

Unfortunately, the interview with Lucy's daughter did go ahead. Due to RAILS' advocacy, a family violence worker was present during the interview to support Lucy's daughter. The interview was concluded only a few minutes after it began. The Independent Expert found in Lucy's favour, and she was granted a permanent partner visa shortly afterwards. By then, RAILS had represented Lucy for almost 2 years.

**Details have been changed to protect the client's privacy*

707

of our clients disclosed that they had experienced family violence.

We provided

935

legal assistance services to these victim- survivors.

65%

did not speak English as first language

38 %

were homeless or at risk of homelessness

34%

had dependent children

Refugee Family Reunion

Family reunion plays an essential role for refugees settling in Australia. Being separated from immediate family can impact all aspects of a refugee's settlement journey, including their health, financial situation and ability to adapt. RAILS' Refugee Family Reunion (RFR) program is funded by the Commonwealth Government for the sole purpose of helping newly settled refugees sponsor their relatives to come to Australia. RAILS' RFR team consists of solicitors Noel Reeves and Tim Madigan and Migration Agent Grace Prince. The paralegal position was filled by Mu Shwe until February 2022 and by Sadie Burton after that.

RAILS provides legal assistance in partnership with settlement services throughout Queensland. RAILS' RFR team travel to Woolloongabba, Logan, Goodna, Toowoomba, Cairns and Townsville regularly to provide services at those locations in partnership with Multicultural Australia (both in Woolloongabba and Toowoomba), ACCESS (both in Logan and Goodna), Centacare FNQ (in Cairns), Townsville Multicultural Services (in Townsville) and CatholicCare (in Toowoomba).

Through the RFR program, RAILS provides legal advice to refugees about their options to reunite with their family members, often displaced and living in refugee camps. RAILS' lawyers provide advice on different visa options and clients' eligibility to sponsor their family member/s.

RAILS' also assists clients in completing pieces of discrete legal work, such as making Freedom of Information requests, filling and checking visa application forms and submitting visa applications.

Where a client meets RAILS' casework guidelines, RAILS may undertake full legal representation of the client through the legal matter. Through the financial year, RAILS represented clients applying for:

- Split-family visas: where new humanitarian arrivals, within 5 years of their visa being granted, seek to sponsor members of their 'immediate family', with no associated visa fees. This includes persons wishing to sponsor their partners, their children if still under 18 or where the client is under 18 and wishes to sponsor their parents. Aside from the five-year application period, one condition of this visa is that the relationship between the sponsor/applicant was previously declared to the Department of Home Affairs. The majority of clients that RAILS represents under RFR are for this type of applications. However, there are circumstances where the split-family application is not an option or is not preferred.
- Child visas: Where any permanent resident can sponsor their children between the ages of 1-24 years old (18-24 must demonstrate the child is currently studying full-time and is dependent on their sponsor financially). This application costs \$2,790 and is the preferred option for clients who can afford the fee as it ensures a higher processing priority and would have review rights if it was refused.
- Orphan Relative visas: Where any permanent resident can sponsor their family member under the age of 18, whose parents have been killed, are missing or cannot provide for the child. This application costs \$1,710 and is the preferred option for clients who can afford the fee, as it ensures a higher processing priority and would have review rights if it was refused.

The financial year was marked by the continued impact of Covid-19 on our RFR clients. Services were often delivered by telephone as opposed to face-to-face, due to snap lockdowns and safety measures in place at settlement services and at RAILS. The provision of

Refugee Family Reunion services provided

Represented

61

clients

Finalised

17

representation
matters

Provided

630

legal advices

Completed

26

pieces of
discrete legal
work

Refugee Family Reunion

telephone advice impacted the effectiveness of appointments in some cases. Many clients are illiterate in English as well as their own language. This created significant barriers to providing specific advice about the completion of forms or other written documents. There were also issues where, similarly, clients could not relay essential information to RAILS' lawyers such as their address, email address or IMMI-card details. Access and confidence with IT systems also posed significant barriers for some clients, who struggled to provide documents for RAILS to review. RAILS' RFR team continued working closely with settlement services to enable clients to effectively engage in the advice process. Fortunately, by the end of the financial year most services had resumed face-to-face service delivery.

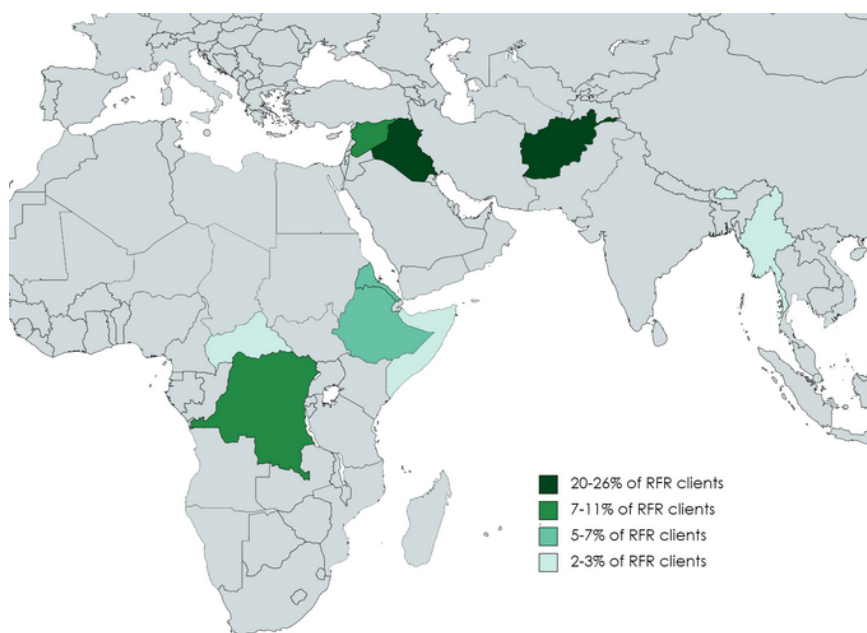
Border closures and limited resources put toward the processing of visa applications as a result of Covid-19 also had a significant impact on our RFR clients this year. We saw clients whose children's visas had been granted in 2019 but who could not travel to Australia until after the borders re-opened in 2022. As a result of slower offshore visa processing, we saw clients' worry and stress about the delay on their family members' applications on a regular basis.

Case study - Mother reunited with her son

Fatima* was forced to flee Iraq because she feared persecution due to being a member of a religious minority. She was recognised as a refugee by UNHCR and re-settled in Australia with an offshore humanitarian visa. In leaving Iraq, she left her son behind.

Fatima was referred to RAILS by a settlement organisation. She wanted to reunite with her son, who, at that point, she had not seen for 5 years. The difficulty in Fatima's case was that she had not declared her son to the Department of Home Affairs in her humanitarian visa application because he was born of a rape. The client had gone to great lengths to keep this information secret from her extended family. With RAILS' advocacy and support, a child visa was completed and lodged, highlighting the compelling nature of the case. The visa was granted in early 2022 and the child is expected to arrive before the end of the year. Fatima is very relieved he is safe and able to leave Iraq, because of the current conflict and overall insecurity of the country for religious minorities. Fatima can now focus on her studies and building her life in Australia, knowing that the safety and future of her child is secure.

**Details have been changed to protect the client's privacy*



Top 10 countries of origin of RAILS' Refugee Family Reunion clients

1. Iraq
2. Afghanistan
3. Democratic republic of Congo
4. Syria
5. Ethiopia
6. Eritrea
7. Myanmar
8. Central African Republic
9. Bhutan
10. Somalia

92%

of the legal services provided required the **use of interpreters**

Unrepresented Asylum Seeker Program

RAILS' Unrepresented Asylum Seeker (UAS) program assists some of the most marginalised and traumatised people in Queensland. Our clients are refugees and asylum seekers who first entered Australia by sea. The majority of our clients have been recognised as refugees but because of their mode of arrival, they are only eligible for temporary visas. They must continually renew their visas, are subject to a range of controls and cannot access the same services as other refugees and Australian residents.

Some were transferred to offshore processing centres in Nauru and Papua New Guinea for their refugee claims to be assessed and then medically evacuated back to Australia. They are only permitted to apply for 6 month bridging visas and are expected to settle in a country other than Australia in the longer term. They have particularly high rates of mental and physical illness and disability, often exacerbated by their precarious immigration status.

Those who were not transferred offshore are subject to a different and inferior refugee determination system to that faced by asylum seekers who arrived by plane. When found to be refugees, they are granted a 3-year temporary protection visa (TPV) or 5-year Safe Haven Enterprise Visa (SHEV). Upon expiry, their need for protection is assessed again before another TPV or SHEV is granted. They require permission from Home Affairs to travel overseas and cannot access refugee family reunion.

Due to the inferior system they are subjected to, Queensland hosts a large cohort of asylum-seekers who have been determined not to engage Australia's protection obligations yet are nevertheless afraid to return to their home countries, believing they will be persecuted. This group subsists on short-term bridging visas or, increasingly, have no visa and consequently, no ability to work or obtain health care.

UAS was staffed this year by Coordinating Solicitor Bernie Carrick, Solicitor Valentina Jung, a Legal Support Coordinator (Emma Fell until April 2022 and Elle Ko after that), and paralegals Erin Allen and Emily Humphreys (who replaced Clare Carter in October 2021). As a small team, the volume of work that we were able to complete for clients who have such extensive and complex needs is also thanks to the effort, dedication and commitment of our volunteers.

RAILS-funded UAS core work

The core of UAS' work is funded through donations and grants. This work includes matters that are too complex to be done under our other streams of UAS funding and which have the potential to maintain or improve a client's immigration status. This year we assisted 98 individuals and families with work that included:

- Continuing to assist clients who were invited to apply again for TPVs and SHEVs after their initial applications were determined to be invalid following *DBB16 v MIBP* [2018] FCAFC 178.
- Successfully representing two clients with very complex immigration histories at the AAT, resulting in findings of protection obligations.
- Obtaining the release from detention of one family and two individual clients.
- Providing representation to 8 complex and/or vulnerable clients or families including TPV/SHEV applicants with physical and intellectual disabilities, complex criminal histories, significant mental illness and children separated from their families.
- Assisting 9 stateless children born in Australia to apply for Australian citizenship.
- Assisting 18 clients with Ministerial Intervention requests, including 9 citizens of Afghanistan who are finally determined.
- Assisting 3 Afghan SHEV holders with humanitarian applications for their family, with another relative or friend acting as proposer.

Refugee Visa Expiry Clinic (NLAP and Contingency funded)

This clinic assists TPV and SHEV holders to apply for a subsequent TPV or SHEV prior to its expiry. We were assisted by volunteer lawyers from Herbert Smith Freehills, King & Wood Mallesons, McCullough Robertson, Barry Nilsson Lawyers and Allens.

This year saw a dramatic increase in the number of SHEVs expiring. As a consequence, our clinic operated weekly (up from fortnightly the year before) and doubled the number of clients seen each session. Our ability to meet this surge in demand was due to the additional Contingency Funding we received from DJAG.

133 financially disadvantaged individuals or families were assisted with reapplications during the year.

Unrepresented Asylum Seeker Program

Work with the ASRA Consortium

The Asylum Seeker and Refugee Assistance (ASRA) Consortium consisting of Communify, Australian Red Cross, RAILS, Queensland Program for Survivors of Torture and Trauma (QPASTT), World Wellness Group (WWG), Multicultural Australia and Indooroopilly Uniting Church continued to provide wrap-around support services for the most disadvantaged asylum seekers in Queensland, and UAS again provided legal assistance within that model.

This year saw our ASRA funding split for the first time between a lawyer (the UAS Coordinator) and the Legal Support Coordinator (LSC). For the majority of the year, the UAS Coordinator spent one day per week on ASRA clients and the LSC was employed for four days. The LSC attended weekly outreach hubs at Logan and Indooroopilly, and monthly at Gatton and the UAS Coordinator provided remote advice to clients at those hubs and at other times.

Client case study - Holistic assistance for vulnerable people

Fawaz* arrived in Australia by boat in November 2011, fleeing persecution in Iraq, his home country. Fawaz is very mentally unwell with diagnoses of major depression, anxiety and PTSD with an extensive history of self-harm. He is engaged with almost all ASRA organisations and has a GP and psychiatrist.

In August 2017, RAILS assisted him to apply for a SHEV, but he was unsuccessful. He was found to be an unreliable witness who had provided fraudulent documents. He applied for review of that decision from the Administrative Appeals Tribunal (AAT), but he was not listed for hearing until 2021.

RAILS undertook legal representation on his matter and obtained an extension to prepare. We advised Fawaz that he could make a new claim that, due to his poor mental health, his capacity to subsist would be threatened in Iraq.

Fawaz's poor mental health meant that preparation needed to be undertaken slowly and carefully. A nurse from World Wellness Group accompanied him to all his RAILS appointments. RAILS collaborated with his mental health team and persuaded the Tribunal to adjust the usual way that hearings are conducted to enable Fawaz to participate effectively, since his PTSD meant that he tended to react in anger to any perceived threat or challenge.

The Member agreed to our requests making Fawaz feel heard and allowing him to present his story. Following the hearing, we emphasised the new mental health / subsistence claim in post-hearing submissions.

The AAT found that Australia has protection obligations to Fawaz because he would be unable to work in Iraq due to his mental illness and as a result, his capacity to subsist would be threatened. All his original claims were rejected. The application was remitted back to Home Affairs, and his SHEV has now been granted. Since then, Fawaz's mental health has dramatically improved and we are now seeing him become more alive than ever before.

The importance of this case study, lies in the life-changing outcome for the client and in the way all the organisations that support him were able to work together to facilitate it. It speaks very strongly to the value of ASRA and the importance of holistic assistance for vulnerable people.

**Details have been changed to protect the client's privacy.*

Unrepresented Asylum Seeker Program services and clients

98% of legal services were provided to **financially disadvantaged people**

Pieces of discrete legal work completed **623**

Legal advices provided **436**

Represented clients **13**

1,250 clients were assisted:

806 received legal services

444 received non-legal support

34% of clients had a **disability**

167 clients were **homeless** or at risk of homelessness. **Over half** of them also had a **disability**

Afghan Response

The current crisis in Afghanistan peaked in August last year when the Taliban seized power from the Ghani regime. Since then, RAILS has been responding to community demand of unprecedented scale in the organisation's history.

Although there is now much less coverage in the media, the crisis is far from over. The Taliban continue their brutally oppressive regime, having reintroduced serious restrictions on women and girls and the country faces a major humanitarian disaster.

Initial crisis response

After 15th August 2021, thousands fled the country on evacuation flights coordinated by Western forces before completing the withdrawal of foreign military presence. In those first couple of weeks, RAILS received over 800 requests for assistance from members of the Afghan community in Queensland desperate to evacuate their loved ones from danger.

RAILS triaged and assisted: citizens and visa holders ordinarily residing in Queensland who were trapped in Afghanistan; members of the Queensland Afghan community with immediate family members in Afghanistan; and Afghan people, linked to Queensland, who were at grave risk of harm due to their professions or their links with the Australian or other foreign Governments. This included helping Afghan men who had lived in Australia for up to 10 years and previously applied for partner visas for their spouses and children but whose applications had not yet been processed due to deliberate and punitive Australian laws and policies.

Thanks to RAILS' long standing pro bono relationships, links with the Afghan community and generous financial support from partner organisations, law firms and individuals, we implemented a rapid response to the initial crisis, by setting up a specialist legal clinic staffed partly by volunteer lawyers. Through these clinics, RAILS raised the cases of as many people as possible to the attention of Department of Foreign Affairs and Trade and Department of Home Affairs and made submissions on their behalf. RAILS' team worked under enormous pressure due to the overwhelming demand for services and the very high stakes for people trying to get their family out of the country before the evacuation flights stopped. A number of those assisted were granted evacuation visas and made it through the airport checkpoints and to safety in Australia.

RAILS also coordinated a significant education response. Close to 1000 members of the community attended

sessions during which our lawyers outlined the current situation for those seeking safety in Australia. We also published 10 fact sheets, 1 information video and conducted 2 professional development webinars for over 150 lawyers able to assist those in the Afghan community in their private practices or as volunteers with RAILS.

Subsequent response 2021

Following these initial weeks, RAILS employed lawyer Angus Francis and paralegal Latif Murtazawee to sustain RAILS' crisis response. In close collaboration with Multicultural Australia and pro bono law firms, RAILS established a clinic model to assist Afghan nationals with Australian permanent residence or citizenship to lodge visa applications (or strengthen already lodged applications) for family in Afghanistan at the most serious risk of harm.

RAILS' lawyer Bunu Gautam also assisted Afghan nationals who had immediate family members (mainly spouses and children) in Afghanistan or who had fled Afghanistan into neighbouring countries.

At the same time, RAILS assisted Afghan nationals who had had temporary refugee visas previously refused. We helped them to ask the Minister for permission to apply again for a temporary protection visa, in light of the dramatically increased risk of persecution in their home country.

RAILS continual response to the crisis during 2021 was possible thanks to very generous and timely funding from the State Government funding and donations from RAILS' generous supporters.

Afghan response 2022

In 2022, RAILS has developed a coordinated program of Afghan Response work, led by Coordinating Solicitor Joanna Cull. This work has been made possible by funds from the State and Commonwealth Governments.

Family reunion assistance for Afghan nationals with permanent residence and citizenship (non-evacuees)

Assistance for immediate family members

Through funding from the Queensland Government, RAILS has offered legal assistance to all those non-evacuated Afghan nationals with permanent residence or citizenship who contacted RAILS after August 2021 seeking to bring their spouses, children and/or orphaned

Afghan Response

relatives to Australia. This work was done in-house by employed RAILS' lawyer Katherine Keane and paralegal Latif Murtazawee. The work was completed at the end of June 2022.

Assistance for non-immediate family members

The Grave Risk program assists other family members of people in Queensland who are at the most serious risk of harm in Afghanistan: women, particularly those who had a role in public life; ethnic and religious minorities such as Hazaras and Shia Muslims, LGBTIQ+ individuals and those associated with Western countries. This work has been funded by the Queensland Government and relied heavily on the support of private law firms MinterEllison, Allens, Norton Rose Fulbright and King&Wood Mallesons.

The Grave Risk team, formed by coordinating lawyer Stacey Parker (from March 2022), lawyer Emily Darling and paralegals Simone Cameron and Lema Hamid, were tasked with triaging a waitlist of over 400 Afghan Australians who had contacted RAILS from August 2021 seeking assistance for their families. RAILS did not have enough resources to assist everyone on this list, so the team developed plain English information kits to provide to people whom they could not assist and focused triaging efforts to identify people who:

- had family members in categories identified by the Australian government as priorities for the Offshore Humanitarian Visa program; and
- had not yet lodged applications for their family member/s; and
- could not afford to pay a lawyer/ migration agent to assist.

To assist those who met the above criteria, we developed a flexible and remote pro bono program to maximise the involvement of volunteer lawyers and minimise logistical delays. The Grave Risk team piloted the program with MinterEllison, developing detailed templates for the legal work. A team of volunteer law students (most of which were recruited by the UQ Pro Bono Centre) were trained to assist with form-filling and triaging calls.

The Grave Risk Program have now triaged all 400 matters, referred clients to the clinic volunteers and assisted others in-house. Clients referred include former Afghan army officers, police and security officers; Afghan/allied government workers; female teachers; journalists and doctors, NGO workers, people from areas which have resisted the Taliban, Shia Hazaras, women and girls.

Family reunion assistance for Afghan nationals holding temporary refugee visas

RAILS has also begun assisting Afghan nationals still holding temporary refugee visas, to take steps towards reuniting with their spouses and children. Unrepresented Asylum Seekers Program Coordinator Bernie Carrick has been responsible for this work. Currently, temporary refugee visa holders are unable to sponsor or propose family members through either the family stream or humanitarian program. This has been one of the most damaging aspects of the regime that boat arrivals have faced over the last decade. However, the election of the Labor Government this year signals a positive change, as they pledged to provide TPV and SHEV holders with permanent visas. With this in sight, we have begun assisting Afghan nationals to prepare Partner or Split Family applications that can be lodged when they obtain permanent residency. Advices are being provided by volunteer lawyers Clyde Cosentino and Sophie Farnsworth, and applications are prepared by volunteer lawyers who have experience working with TPV/SHEV holders.

Afghan evacuees

Assistance to obtain permanent residency

Through funding from the Commonwealth and State governments, RAILS employed lawyers Jennifer Messieh, Sadia Azizi and Emma Fell and paralegals Ruby Chiswell and Jodie Chapman to assist Afghan evacuees to apply for permanent residence. Staff members have worked tirelessly under tight deadlines and between January and October 2022, have lodged 126 applications for 319 applicants (many applications were lodged for family groups).

As part of the 126 applications, RAILS assisted 11 children who had been evacuated from Afghanistan without their parents and 6 individuals in need of National Disability Insurance Scheme (NDIS) support, some with significant physical disabilities. Due to their age and the trauma associated with their separation from parents and the situation in Afghanistan, work with these unaccompanied minors had to be undertaken in a particularly sensitive and time intensive manner. NDIS clients often had complex and intersecting health issues, including cognitive impairments and mobility issues. Over 20 hours of work were often required to prepare applications for these individuals.

124 permanent visas had been granted as of 30th

Afghan Response

October 2022, and the rest of applications were pending. A number of these evacuees have partners and children who are yet to make it to safety. RAILS is providing legal advice to evacuees about reuniting with their partners and children through our pro bono grave risk clinic.

Family reunion assistance

With the assistance of our pro-bono partners, we are also working hard to assist as many Afghan evacuees as possible to sponsor their family in Afghanistan and neighbouring countries, particularly those most likely to be prioritised by the Department of Home Affairs including applications for the parents of unaccompanied minors, partner visas and visas for those at very high risk of harm

Afghan women judges

The International Association of Women Judges and Australian Association of Women Judges approached RAILS with requests for assistance for Afghan female judges and their family. These judges were and remain at extremely serious risk of harm due to their powerful and influential positions held in Afghan society prior to the Taliban takeover and its reintroduction of the extreme oppression of women. Many of these women presided over cases involving Taliban accused and other criminals, placing them at particular risk, now those individuals are no longer in custody.

Through in-house work and a fruitful partnership with MinterEllison, RAILS is providing assistance to 11 female judges and their family, including extended family in some cases.

The future of the RAILS Afghan Response

RAILS has now triaged all 800 referrals received as the Taliban took Afghanistan and Kabul. We have offered assistance to all those (non-evacuees) in Queensland with partners, dependent children and orphaned relatives in Afghanistan. We have assisted Afghans who had had temporary refugee visas refused to ask the Minister for permission to apply again for a protection visa. We have referred all those (non-evacuees) at grave risk into our pro bono clinic. We are resourced to represent all unaccompanied minors to apply for their parents to join them here in Australia. By November 2022, RAILS will have assisted most Afghan evacuees in Queensland to obtain permanent residence.

However, those evacuated between August 2021 and August 2022 who have obtained permanent residence are now desperate to bring family to Australia. Funding for this work is limited and so RAILS is at a critical juncture going into 2023. Pro bono resources and the outcome of fundraising efforts will determine how many people we can assist and how many Afghan nationals linked to the Queensland community will have a chance to be brought to safety.

Afghan Response Program services provided

Represented 332 people in their visa applications 11 were unaccompanied minors 6 of them were eligible for the National Disability Insurance Scheme	Provided 512 legal advices Completed 222 pieces of discrete legal work	Presented 9 community legal education sessions for 941 people 2 CPD sessions for 158 people Developed 10 fact sheets 1 information video
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Community Legal Education

Our legal education practice aims to be responsive to need and is engaging and effective, developed collaboratively with communities and practitioners. Our programs are designed around best practice education principles endorsed by the community legal education sector.

Continuing Professional Development

Our CPD program ensures that RAILS staff, volunteers and the wider profession remain updated on the latest law and practice and maintain professional standards and registration. Our monthly online CPD sessions held during the year covered judicial review, Temporary Protection and Safe Haven Visas, humanitarian visas, Administrative Appeals Tribunal processes, visa cancellation, family violence and visas, working from home, ethics and mindful lawyering. We also continued our annual CPD collaboration with St Vincent De Paul's Migration Advice Service with a series of three in-person seminars.

Following the mass evacuations after the Taliban takeover in Afghanistan, we held two large online seminars on humanitarian visas in partnership with Queensland Law Society to build awareness and support in the legal profession for our Afghan work. We also held more detailed workshops with volunteer lawyers.

We thank private practitioners and RAILS' staff members who assisted in presenting the sessions.

Community Education

We responded quickly to the crisis in Afghanistan and collaborated with settlement and support agencies to deliver in-person and online education sessions to large

groups of Afghan-background community members around humanitarian visas for people fleeing the Taliban.

We presented in-person legal education sessions to various refugee-background communities on citizenship, family law, visa cancellation and family violence and visas.

We delivered in-person and online information sessions to members of the Ukrainian community following the Russian invasion in February 2022.

We continued to grow our 'Family Peace-Building' Training program by holding two series of workshops with community leaders. This is a deep community collaboration around family violence prevention in partnership with Multicultural Australia, South Community Hub and the Islamic Women's Association of Australia. We were invited to present the program at a forum in Rockhampton which has given rise to other family violence prevention work with several agencies in Central Queensland.

Resources

In collaboration with our Afghan team and support agencies we developed several videos, online fact sheets and a chat site about applying for humanitarian visas and the legal processes for Afghan evacuees to apply for permanent residence. These were translated and voice-over in English, Dari, Pashto and Hazaragi.

We also developed fact sheets on 'Visas for Ukrainian nationals', 'Visa Options to Australia' and on temporary visas. We presented in a podcast on family violence and visas for the national Family Law Pathways network.

Community Legal Education in numbers:

1,200
people attended
20
community education
activities, including:
9 info sessions for 941 Afghan community members
1 info session for 29 Ukrainian community members

20
education
resources, some of
which were
translated into up
to 4 languages,
including:
15 factsheets
2 videos
1 song

Peace Building:
12 workshops for 18 community leaders
1 Community of Practice
Peace Builder Toolkit and Pledge

Over 750
community
workers and legal
sector
professionals
attended
26
professional
development
sessions

Pro Bono Partner Profile: MinterEllison

RAILS has worked in partnership with MinterEllison for over a decade. In Queensland today, many women and children are safe (whether that be from the Taliban or from a perpetrator of family violence) because of the expertise and commitment that MinterEllison brings to this partnership. We cannot thank MinterEllison enough for the support provided to RAILS and our clients.

In the early days of the crisis in Afghanistan, MinterEllison reached out to RAILS to ask what we needed and how they could help. They wanted us to know that the firm had a deep commitment to doing what they could for those impacted by the crisis.

The firm was able to provide a much-needed financial contribution to help establish our pro-bono Afghanistan immigration legal clinic. Their lawyers hit the ground volunteering in that clinic while evacuation flights were still underway. They volunteered from Thursday through to Tuesday (including Saturday) in the lead up to the closure of the airport, playing a critical role in a number of Queenslanders, including Australian citizens, being able to board evacuation flights and make it to safety in Australia.

MinterEllison lawyers have continued to volunteer in our pro bono clinic ever since. They have also provided us with invaluable assistance in the development of our systems and precedents for the clinic and have done incredible work preparing Australian visa applications for women judges from Afghanistan. The firm also generously donated IT equipment for the new office space needed for our Afghanistan response and recently has even provided a lawyer on secondment to assist with this area of work.

As we move out of the crisis response to the Taliban takeover of Afghanistan, the support of MinterEllison has made all the difference to how many members of the Afghan community we will have been able to advise and assist. The partnership has made a genuine contribution to our ability to meet the key immigration legal needs that have arisen from this crisis and to be able to say to the Afghan community and its leaders, genuinely and with confidence, that we have stood by them, that we have done what we can, and that we have worked through the key immigration legal needs that arose from the crisis.

In addition to our work together in relation to the crisis in Afghanistan, we have a well-established family violence partnership with MinterEllison. Through this partnership, MinterEllison lawyers are trained and supervised by RAILS to prepare detailed evidence and submissions for women who need to establish that they have experienced family violence in order to be granted a permanent visa in Australia.

We are also able to reach out to the MinterEllison immigration legal team, when we have a compelling matter that we do not have capacity or expertise to assist in relation to.

Finally, the firm makes its broader expertise available to us, including by providing pro bono employment legal advice to our management team.

Bringing this all together, the firm contributed 1,175 hours of their time to RAILS and its clients this year. We would like to sincerely thank MinterEllison for this invaluable contribution and our ongoing partnership.

Volunteer testimonies

Roya Majd, Evening Advice Session advisor

RAILS has an extraordinary staff and volunteer corps. I am a volunteer and have been amazed at the efficiency and care the organization shows its volunteers and clients. I have been a registered migration agent since 2007 and was lucky enough to start volunteering at RAILS in 2008.

Initially, I came to it because I not only wanted to gain practical experience in the field, but also, I wanted to start giving back to my community in a personal way; that is what my father had done for as long as I remember.

Being with the team has always been inspiring in itself: such a parade of bright, heartfelt people sharing their knowledge. And the volunteering has been rich: meeting good people in their time of need, and giving them as much of myself as I can. I come away from these experiences feeling I've gained at least as much from the time spent as the clients may have. And for the few hours a month I spend at this, the impact is disproportionately rich for me. Incredible work and I'm so happy to be a part of the team.

Nick Harper, Day legal volunteer

I applied to volunteer at RAILS at the end of 2021 and have been volunteering weekly for the past 10 months. I was motivated to volunteer by the news coverage of the Murugappan family's treatment by the Australian government, and I wanted to make a concrete difference in Australia's overloaded refugee system, no matter how small. My time at RAILS immediately showed me how difficult, uncertain and, most of all, disruptive the process is for applying for and renewing visas in Australia. I was particularly struck by how the system seemed to be weighted against those struggling with poverty, mental illness, or a lack of a support network, as these are issues which often affect our most vulnerable clients.

Working with the Unrepresented Asylum Seekers Program has allowed me to meet people from a wealth of different backgrounds, and I feel fortunate to have been able to help them during an extremely stressful time in their lives. I am often struck by the resilience of the clients that I talk to, as well as their commitment to improving the lives of themselves and their families. The work continues to challenge me every week, and I feel that my legal and interpersonal skills have been developed by the challenges I have faced at RAILS. I am especially grateful for being able to work in such a supportive work environment, and I have enjoyed working alongside such passionate and dedicated volunteers and professionals.

Kate Dowse, Afghan Grave Risk Clinic Volunteer

I started volunteering at RAILS as a law student in 2017 and have now returned as an Afghan Clinic volunteer through my firm. I initially commenced volunteering at RAILS because of the important work it does in improving access to justice for vulnerable and marginalised members of the community. I have continued volunteering at RAILS because of the dedicated and supportive staff, excellent mentoring and rewarding work.

As part of the Afghan clinic, I have worked with other lawyers to provide advice and prepare applications for Afghan Australians wanting to bring family members to Australia. This is a very stressful time for clients as they have concerns about their family and are required to navigate a complex process. With a high demand for these services, volunteering at RAILS has given me the opportunity to assist clients who would not have otherwise had access to the clinic. The lawyers at RAILS have been very supportive and have worked closely with us to design an efficient process that maximises the assistance we can provide to clients. I feel privileged to work at a firm that has a strong relationship with RAILS and supports the incredible work it does for clients.

Treasurer's Report

Kate McKeon, Treasurer

On behalf of the Management Committee of RAILS, I present the Financial Statements for the financial year ended 30 June 2022.

The 2022 financial year has been a period of unprecedented growth for RAILS. The service operated with a higher than expected surplus of \$95,375 (2021: deficit of \$7,906). This was largely due to the late receipt of generous donations that will be used next year towards much needed expansion of our service capacity.

The total income received was \$2,717,878, an increase of 31% from 2020-21 primarily due to once-off funding received by the Federal and State Governments in support of our response to the Afghan crisis. The additional funding allowed us to meet the unprecedented surge in demand from the community, which prior to this injection was underpinned solely by the generosity of donors and supporters.

Our increased income also reflects additional investment in our family violence practice and State Government support for those on temporary refugee visas due to expire.

As illustrated below, grants from Federal and State Governments continued to represent the largest source of revenue for the organisation. I would like to acknowledge our funding partners for their financial contribution towards essential programs and invaluable client services.

The main ongoing expenses for the Service over the 2021-22 have been wages, rent and depreciation. In response to the increase demand noted above, all of

these expenses increased from the previous year with additional lawyers recruited and more office space and equipment secured to service the Afghan crisis response and other programmes.

RAILS is in a sound financial position and continues to have a strong current ratio 1.94 (2021: 2.7); giving an indication of ability to pay debts as they fall due. We have met budgeted milestones in the majority of our service areas and continued to provide quality legal services.

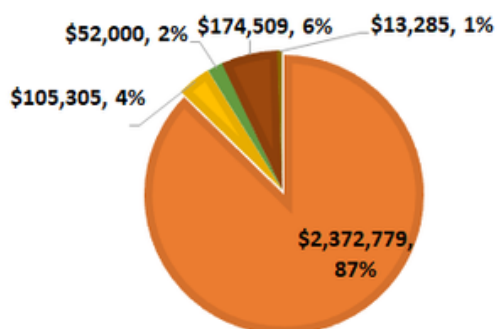
Independent auditors, Haywards, have audited the accounts. Once again, RAILS has received a clean and clear audit.

The coming financial year will see the contraction of non-recurrent funding streams as service demand arising from the Afghan crisis stabilises. Some uncertainty around other programme funding is also possible. In response, RAILS' leadership team and the management committee are investigating other funding options in order to secure RAILS' long-term operations. This includes strengthening our fundraising campaigns and partnerships. We greatly appreciate the support of individual donors and organisations that enable us to be more responsive to changing demands to assist migrants and refugees, outside of the limitations of current funding programs.

I would like to acknowledge Kerry Prentice, my predecessor as RAILS' Treasurer and thank her for her stewardship over RAILS' finances. To our Executive Director and staff, especially the Finance and Operations team – thank you for your dedication to the challenges and changes throughout the year.

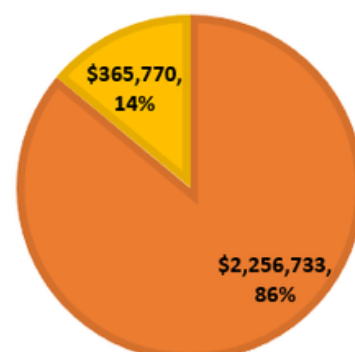
Income Sources

Government Funding
Student Clinics
Other Income
Partnerships and Fees Received
Donations and Foundations



Expense Sources

Employee expenses
Operating and Program Costs (excl Employee Expenses)



Acknowledgment of funders

National Legal Assistance Partnership – combined State and Commonwealth Government funding

RAILS receives funding through the National Legal Assistance Partnership (NLAP), encompassed within the National Strategic Framework for Legal Assistance. RAILS' NLAP funding agreement commenced on 1 July 2020 and will expire on 30 June 2025.

Settlement Engagement and Transition Support – Commonwealth Department of Home Affairs

RAILS receives funding from the Department of Home Affairs to provide legal assistance to humanitarian visa holders to sponsor their family to reunite with them in Australia, and to provide enhanced Domestic and Family Violence support to this client group.

Afghanistan Response Funding - Queensland Department of Justice and Attorney General

In response to the Taliban take over of Afghanistan, RAILS received generous funding from the Queensland government to meet the immigration legal needs that arose from this crisis.

Legal Support to Afghan Evacuees - Commonwealth Government through Australian Red Cross

To boost the capacity of specialist legal services to support evacuees from Afghanistan on subclass 449 Temporary Humanitarian Stay visas to transition to permanent visas in Australia.

2021-22 Contingency Funding - Queensland Department of Justice and Attorney General

To support RAILS to expand its pro bono clinic to meet the huge surge in the number of temporary refugee visas expiring in Queensland in the financial year.

Legal Support for Women on Temporary Visas Experiencing Family Violence - Womens' Legal Service Queensland (WLSQ)

As part of a pilot program funded by the Commonwealth Department of Social Services, RAILS was offered a partnership by WLSQ to provide immigration legal assistance to this vulnerable group.

Asylum Seeker and Refugee Assistance (ASRA) program, managed by Communify and funded by Multicultural Affairs Queensland

For the provision of funds to employ a Legal Support Coordinator to assist those accessing ASRA hubs and a part time lawyer to provide discrete legal assistance to these clients.

Legal Aid Queensland

For the provision of funding to provide immigration legal assistance to victim-survivors of family violence and to support RAILS' Community Legal Education program.

University of Queensland, Griffith University and Queensland University of Technology

For their collaboration with RAILS to host students for clinic placements. This gives students experience in working in a legal service, as well as learning about professional responsibilities, while they provide valuable assistance to RAILS' staff.

RAILS also thanks the trusts and foundations that have supported our work. We thank the Religious of Queensland and Presentations Sisters for their long- term support for our vulnerable clients. We thank the Ubuntu Foundation for their generous support of our work with Afghan minors in Australia separated from their parents.

RAILS thanks the generous individuals and organisations who have donated to us and supported our efforts to fundraise publicly, in particular the Ubuntu Foundation and the other generous anonymous donors who provided matching donations for our fundraising campaigns in 2021-22.

Management Committee members

Matt Black, President

Matt is a barrister in private practice. He has a particular focus on Administrative law, which includes migration and citizenship proceedings. Since about 2013, Matt has regularly provided pro bono representation in judicial review proceedings involving protection visas and related issues. In 2015, he was awarded the Australian Lawyers Alliance Civil Justice Award for pro bono work on a significant migration law case.

Matt has been a member of RAILS' Management Committee since November 2018 and President since November 2020.

Kate McKeon, Treasurer

Kate has a Bachelor of Business (Accounting) degree and Post Graduate qualifications in Information Technology. She was a qualified Chartered Accountant and has over 25 years of experience covering all aspects of finance and administration, project management and business analysis. She has previously worked in finance roles for KPMG, Australian Red Cross and International Red Cross.

Kate has more recently operated her own consulting company focusing on financial feasibility and business transformation. Her clients have been diverse across multiple sectors including Government, Higher Education, Social Impact Organisations, ASX and Global companies. She joined RAILS' Management Committee as the Treasurer in June 2022.

The position of Treasurer was filled by Kerry Prentice until 18th June 2022.

Nitra Kidson, Secretary

Nitra is a barrister in private practice and specialises in public law, particularly administrative law and native title. Nitra first joined RAILS, then known as the South Brisbane Immigration and Community Legal Service, as a solicitor/caseworker in 1995. Nitra advocated on behalf of clients and represented the organisation on the Board of the Refugee Council and at many other forums.

Abdul Jarrah, Member

Abdul is a senior executive with extensive experience in leading performance driven teams, both nationally and internationally, and ensuring strong and accountable governance for projects and organisations. He is currently the Group Executive of Growth & Strategy at Thiess, a global mining services provider, responsible for the business' strategic agenda.

Abdul holds a Bachelor of Science (Civil Engineering) from George Washington University and a Master of Science (Civil Engineering) from the University of Maryland. He also holds a Juris Doctor from the University of Maryland and a Graduate Diploma in Applied Law from the University of Queensland. Abdul is admitted as Attorney-at-Law to the Bars of Maryland and Washington DC in the US. He is also admitted as a Solicitor of the Supreme Court of Queensland.

Abdul has previously sat on the Board of the Queensland Resources Council and NSW Minerals Council Executive Committee. He joined RAILS' Management Committee in November 2021.

Management Committee members

Hiwa Zandi, Member

Hiwa is a practicing lawyer specialising in commercial litigation and migration matters. Hiwa has worked for the International Organisation for Migration in a consultancy position to coordinate the asylum seeker Voluntary Return Program in Manus and Nauru. Hiwa is currently the Managing Director of a Brisbane based boutique law firm, Madina Lawyers and its associated migration firm Migrating to Australia Consultancy.

Hiwa's association with RAILS goes back more than 10 years, when he initially worked as a voluntary legal clerk between 2004 and 2006. He has been a member of RAILS' Management Committee since 2016.

Kelly Morrow, Member

Kelly is a solicitor practicing in personal injuries law and has practised in both state and federal jurisdictions. Kelly has a long history at one of the largest social justice firms in Australia, before moving into defendant insurance. Kelly has previously volunteered with LawRight (formerly QPILCH), VoRTCS, the Indooroopilly Uniting Church Visa Application Program and at RAILS as a law student and volunteer lawyer. She joined RAILS' Management Committee in November 2021.

Peter See, Member

Peter has a wide background across the not-for-profit sector, government and private industry. He was one of the founding members of Tenants Queensland, a convenor of QAILS (now Community Legal Centres Queensland) and the first CLC representative on the then Legal Aid Commission of Queensland.

For the past 14 years he has been working with Indigenous organisations on developing Indigenous land and sea management programs. He currently works on strategy and projects for Country Needs People, an environmental charity that works across Australia.

Peter joined RAILS' Management Committee in 2021.

Narelle Sutherland, Member

Narelle is an experienced grant and policy program manager. She has more than 30 years of experience in community legal centres, domestic violence, and housing support organisations and state government agencies. Narelle currently coordinates grant programs for First Nations land management. She has volunteered on a number of non-government management boards and as a settlement support worker with recently arrived refugees. She has qualifications in Social Work, Arts (Sociology) and policy analysis.

Narelle joined RAILS' Management Committee in November 2020.

2021-22 Staff members

Kylie McGrath – Executive Director and Principal Solicitor
Susan Hogarth – Senior Supervising Solicitor
Noel Reeves – Senior Supervising Solicitor
Cristina Prieto Salvador – Operations Manager
Robert Lachowicz – Education Officer
Mei Wang – Finance Officer

Lawyers and Migration agents

Abby Jiang – Solicitor
Angus Francis – Solicitor
Bernie Carrick – Unrepresented Asylum Seekers Program Coordinating Solicitor
Bunu Gautam – Solicitor
Clare Carter – Solicitor, was Unrepresented Asylum Seekers Program Paralegal until October 2021
Emma Fell – Solicitor, was ASRA Legal Support Coordinator until April 2022
Emily Darling – Solicitor
Grace Prince – Migration Agent
Jennifer Messieh – Solicitor
Joanna Cull – Afghan Response Program Coordinating Solicitor
Katherine Keane – Solicitor
Lara Conlan – Solicitor
Mu Shwe – Solicitor
Neha Vaidyanathan – Solicitor
Rachael Molnar – Solicitor
Sadia Azizi – Solicitor
Stacey Parker – Pro Bono Coordinator and Solicitor
Tim Madigan – Solicitor
Valentina Jung – Solicitor

Support Staff

Anna Cavanagh – Senior Intake Officer
Elle Ko – ASRA Legal Support Coordinator
Emily Humphreys – UAS Program Paralegal
Erin Allen – UAS Program Paralegal
Grace O'Shannessy – Administration and Intake Officer
Jodie Chapman – Afghan Response Program Paralegal
Kell Andersen – Receptionist
Kirsten Cribb – Paralegal
Latif Murtazawee – Afghan Response Program Paralegal
Lema Hamid – Afghan Response Program Paralegal
Nellie Gordon – Paralegal
Rachel Li – Administration and Intake Officer
Ruby Chiswell – Afghan Response Program Paralegal, was Receptionist until January 2022
Sadie Burton – Refugee Family Reunion Program Paralegal
Simone Cameron – Afghan Response Program Paralegal

Thank you!

Our committed, skilled and resilient team of pro bono law firms and barristers, volunteer lawyers and migration agents, day and evening volunteers, clinic and PLT students made an invaluable contribution throughout the year, which meant that more people in Queensland were able to access justice.

The assistance from the organisations and individuals that supported RAILS from the outset of the Afghanistan takeover of Kabul was life-saving for many. It meant that RAILS was able to assist clients to board evacuation flights out of danger in Kabul. It also meant that we were able to keep the doors of our pro bono legal clinic open until we received Government funding to sustain our work. **For their contribution towards meeting this unprecedented legal need arising in the community, we thank:**

- *Multicultural Australia*, for their critical strategic and logistical support
- *Communitify*, for their critical coordinating role, strategic and financial support
- *QPASTT*, *World Wellness Group*, *The Sunlight Centre* and *Change Futures*, for the provision of counselling and mental health support to RAILS' clients, staff and volunteers
- *Indooroopilly United Church Asylum Seeker and Refugee Hub*, for their strategic support and invaluable, ongoing work with clients
- *Herbert Smith Freehills*, for their strategic, financial and IT support
- *MinterEllison*, for the immediate availability of their volunteer lawyers and for strategic and financial support
- *Presentation Sisters Queensland*, for their financial support
- *Allens*, for the immediate availability of their volunteer lawyers and financial support
- *Barry Nilsson Lawyers*, for their financial support
- *LawRight*, for their strategic and volunteer support
- *Queensland Law Society*, for their assistance in reaching out to the legal sector

As RAILS' **Afghan Response** team was formed, *MinterEllison*, *Allens* and *Norton Rose Fulbright* have continued to provide essential support to our Grave Risk Clinics and our work with Afghan female judges and evacuated clients sponsoring immediate family. We thank them for their continued partnership. We also thank the *UQ Pro Bono Centre* for their support in providing volunteer students for the Afghan Response Grave Risk Program.

We deeply thank *Allens*, *Barry Nilsson Lawyers*, *Herbert Smith Freehills*, *McCullough Robertson*, *King&Wood Mallesons* and the individual volunteers who **supported RAILS' Refugee Visa Expiry Clinics**. This financial year saw a dramatic increase on the number of these visas that were expiring, and the pro bono contributions of time and expertise from these valued partners were instrumental to being able to meet demand for the service.

RAILS is also grateful to *Corrs Chambers Westgarth* for the pro bono review of some of our contracts.

RAILS is grateful for the **hard work and dedication of pro bono barristers, lawyers and migration agents including:**

- Arron Hartnett, David Godwin, Emma Hoiberg, Julian Gormly, Matt Back and Zoe Brereton of counsel for providing pro bono opinions and acting as pro bono counsel for clients with judicial review proceedings.
- Caitlin White and Terry Fisher from Fisher Dore Lawyers; Joshua Sharman-Selvidge and Marcus De Witt Ryall from Fair Go Visa consultants; Susan Merrotsy from SE Law, Roya Majd from Majd Visa, Jessi Galbraith from East Coast Migration and Marg Le Sueur for providing pro bono immigration legal assistance to our vulnerable clients.

We also thank:

Continuing Professional Development presenters

SM Theodore Tavoularis, from the Administrative Appeals Tribunal
Hamish Clift, of counsel
Professor William Malley
Stafford Shepherd, from Queensland Law Society
Rebecca Pezzutti and Adam Connolly, from MinterEllison

Evening Advice Session volunteers

Volunteer Advisors

Anna Gunning-Stevenson
Bianca Chisari
Darryl Sean McNeill
Emma Robinson
Elizabeth Fisher
Jennifer Samuta
Jessi Galbraith
Joshua Sharman Selvidge
Kieran O'Brien
Marcus De Witt Ryall
Marg Le Sueur
Narendra Sharma
Prathap Lakshamanam
Roya Majd
Sastha Sanjaya
William Markwell

Volunteers providing administrative support

Alexander Russel
Bella Nguyen
Dominic Walton
Isabella Ridout

Day Legal and Administrative volunteers

Amy Chisholm
Andy Luu
Baylie Woerner
Bronte Cathcart

Thank you!

Cath Singleton
Edbert Kang
Elisabeth Fritz-Joughin
Elizabeth Ann Young
Elle Ko
Emma MacDonald
Glennis Gill
Grace O'Shannessy
Harry Bass
Helen Stewart-Koster
Helma Dias Nascimento
Ivana Daskalovic
Jacob Currie
Jennifer Messieh
Jodie Chapman
Kirsten Cribb
Latif Murtazawee
Lauren Bellamy
Lilly Nguyen
Lilly Barnett
Maurice Mabiriizi
Mercedes Burton
Michelle
Mu Shwe
Nazneen Omar
Nellie Gordon
Nicholas Walker
Nicholas Harper
Nikul Sharma
Nyenyenzi Murhi
Panashe Muzira
Paricia Riddle
Patrick Fogarty
Renee Worsfold
Stephanie Cook
Stephanie Lee
Talya Bolge
Thomas Choo
Thomas Bell
Trinity Waller
Zuleyha Coskun

UQ clinic students

Semester 2, 2021

Angela Auman
Ashleigh Foster
Cecilia Liu
Georgia Tucker
Hoi Yin (Angel) Pong
Joey Lim
Lauren McHugh
Matthew Forbes
Miriam Almotairi
Tia Scott
Spandan Das

Semester 1, 2022

Alice Cho
Caleb Caswell
Dong-Yeong Hsieh
Elham Mohammadnejad
Leander Chen
Leandra Augustin
Lydia O'Neill
Madeline Read
Namgyal Dolma
Riley Fraser
Ruth Delaney
Thomas Choo

UQ Grave Risk clinic student-volunteers

Ailis Rogers
Asha Verghese
Lachlan McKarzel
Maddison Facey
Minh Tran
Samuel Dany
Thomas Ramsay

Griffith University clinic students

Semester 2, 2021

Annelise Nofz
Arabella Clarke
Benjamin Bathersby
Navdeep Singh
Ravindi Herath
Sophie Sprott

Semester 1, 2022

Celine Kaissaris
Emily Humphreys
Kate Holgate
Klarissa Pantillano
Prithishna Lal
Uyen Nguyen

Queensland University of Technology clinic students

Buddy Tait
Louise Hall
Maxi-Lee Glancy

Legal Clinic Volunteer Advisors

Allens

Alana Humphris
Alex Teevan
Amy Fleming
Annie Shum
Clare Carter
Corin Morcom
Daniel Bradford
Danielle Yung
Elysia Leekefett
Emily Hazzard
Florence Guyomar
Genevive Lester
Georgia Jones
Georgie Bills
Hannah Jorgensen
Isaac Nankavill
Jane Evelyn
Kate McCracken
Lau Stanton
Leah Wickman
Maaikie York
Meg Hogan
Mily Murphy
Mollie O'Brien
Muirgen O'Seighlin
Nicholas Neroni
Raeesa Lambat
Rebekah Oldfield
Ryan Maddison
Sam Hunt
Stephanie Tang
Timothy Leschke
William Choules
Yaneri Ventura-Rodriguez

Barry Nilsson Lawyers

Natasha Farr
Alice Elliott
Beth Royan
Emma Harman
Hannah Savins
Jordan Farr
Jordan Southward-Connell
Margeaux Dillon
Melanie Karibasic
Olivia Lambert
Samantha Pillay
Samuel Bowers
Simi Singh

Norton Rose Fullbright

Jacob Cookson
Shaun Chng
Vanja Serbedzija

Thank you!

Herbert Smith Freehills

Samara Cassar
Allira Jeffery
Caitlin Philp
Elise Stack
Emily Reyher
Grace Hicks
Hannah Whitton
Harriet Baxter
Henry Meehan
Isabella Le-Mare Hutton
Jamilla Wynter
Kai Allison
Madeline Pitman
Maritsa Samios
Molly McInerney
Natalie Lesco
Saskia Gude
Sean Tran
Spandan Das

McCullough Robertson

Adria Askin
Alex Komarowski
Alice Chester
Beliz Ozturk
Catherine Collins
Deekshita Ardham
Ebony Sinnathamby
Jane Bowness
Jemima Crockford
Jemma Keys
Joshua Dunn
Kathleen Moy
Katie Piper
Orchi Sarker
Pardeep Kaur
Rachel Zagorskis
Sarah Hausler

MinterEllison

Adam Connolly
Ali Harris
Alice Tazer-Wilde
Anamique Linney
Angela Stevens
Ankita Bellary
Anna Gunning Stevenson
Bella Impiazzi
Berta Nagy
Claudia Lizzio
Claudia Sheridan
Daniel Szabo

Danielle Le Poidevin

Elle Belekas
Famin Ahmed
Fred Bowers
Georgia Taylor
Hannah Stilin
Harriet Lomas
Harriet Smith
Hazal Gacka
Ivan Li
Jane Hall
Jehannah May
Jessica Pham
Joel Reid
Jordan Phillips
Josephine Vidler
Karla Nader
Kate Dowse
Katherine Beer
Katherine Scott
Lachlan Queen
Laura-Rose Lynch
Liz vonMuenster
Madeline Johns
Matthew Paterson
Megan Arends
Mia Williams
Michelle Knight
Naini Rautela
Nick Biscoe
Peter Tryfonopoulos
Renee Shike
Richard Abraham
Richard Batten
Sarah McCann
Simon Batten
Simon Brandis
Spencer Hayward
Stella Luo
Stephie Werner
Taya Hunt
Will Crammond
Zita Megyeri

King&Wood Mallesons

Ethan Hyde
Georgia Sullivan
Georgia Tucker
Giulia Marrama
Julius Moller
Kate Cincotta
Ruthvik Rao
Sacha Kemp
Tegan Tucker

Individual volunteer advisors

Bianca Chisari
Clare Carter
Emma Robinson
Georgia May
Harriet Watson
Jennifer Samuta
Jessica Lambert
Joanna Cull
Joshua Sharma
Loretta Stellino
Marg Le Seuer
Marcus de Witt-Ryall
Rachael Bosnjak
Zoe Brereton



RAILS

Refugee and Immigration
Legal Service

Hours of operation and location

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Monday to Friday 9am - 5 pm

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and Friday between 11 am and 5pm

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