



# RAILS

Refugee and Immigration  
Legal Service

All the information that you give RAILS is confidential and RAILS will not share it with anyone without your consent unless permitted or required by law. Information you provide to us about child harm or child sexual abuse may have to be reported to the authorities.

Please complete all pages of this form and email it to [admin@rails.org.au](mailto:admin@rails.org.au) with:

- Copy of passport or Immicard
- Visa grant notice, if applicable
- Emails or letters from the Department of Home Affairs or the Administrative Appeals Tribunal, if applicable
- Any other information you would like us to review

It is very important that you send us the documents above, if you have them. They help us understand if you need urgent assistance from RAILS and what RAILS can do to assist.

PERSONAL DETAILS	
First name:	Surname:
Date of birth:	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other - please, specify:

  

CONTACT DETAILS	
Telephone: Is this someone else's number? <input type="checkbox"/> Yes <input type="checkbox"/> No	Email address:
Residential address:	Post code:
Homelessness status: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> At risk <input type="checkbox"/> Unknown	

**Are there times at which we should not call you because it is unsafe for you? For example, in relation to domestic violence.** Please let us know:

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Between Monday and Friday, from 9am to 5pm, **is there a time at which it is not convenient for you to answer the telephone?** For example, if you are at work or have care responsibilities. **We will try** to contact you outside of these times, but we cannot guarantee that we will be able to do so.

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IMMIGRATION STATUS	
Country of birth:	Date of arrival in Australia:
Current visa type:	Visa expiry date:

  

LANGUAGE	
Language spoken at home:	Do you need an English interpreter? <input type="checkbox"/> Yes <input type="checkbox"/> No
Spoken English: <input type="checkbox"/> Very Well <input type="checkbox"/> Well <input type="checkbox"/> Not Well <input type="checkbox"/> Not at all	
Written English: <input type="checkbox"/> Very Well <input type="checkbox"/> Well <input type="checkbox"/> Not Well <input type="checkbox"/> Not at all	

  

Do you have a disability? <input type="checkbox"/> No <input type="checkbox"/> Yes: _____
Do you identify as? <input type="checkbox"/> Aboriginal Australian <input type="checkbox"/> Torres Strait Islander <input type="checkbox"/> Both <input type="checkbox"/> None

**WHAT ASSISTANCE DO YOU REQUEST FROM RAILS?**

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**OTHER PEOPLE INVOLVED**

List any other people related to your enquiry. This can include:

- People who have committed domestic violence against you
- Any person with an opposing or adverse interest in your enquiry
- Your dependent children
- People you want to propose or sponsor to come to Australia
- People included in your visa application.

Full name	Date of birth	Relationship to you

**INCOME DETAILS - This information is essential for us.** Some of our services are means-tested. We need to ask you about your finances to assess if we can assist you.

Do you live with your partner?  Yes  No

Do you work?  Yes  No | Does your partner work?  Yes  No

Do you and your partner have any dependents?  No  1  2  3  4  5 or more

What is your household's maximum weekly income (after tax)?

No income  Some income (please confirm your weekly household income): \_\_\_\_\_

How much money do you have in savings? \_\_\_\_\_

Are these funds available to you?  Yes  No

Do you have any significant financial obligations or responsibilities? For example, medical expenses or other financial obligations.