

Volunteering with RAILS

RAILS could not do the work we do without the support of our many volunteers. They contribute to RAILS' values and mission and have a positive impact on the lives of some of the most resilient people in Queensland.

Volunteering at RAILS provides students and professionals with the experience of working within a supportive and inclusive team in a community legal centre, building their knowledge in immigration law and the systemic issues and challenges faced by refugees, asylum seekers and migrants.

Volunteering with us provides a great opportunity to develop essential professional, interpersonal and communication skills, working alongside RAILS' lawyers, intake and operations staff.

"One of the aspects that stood out to me during my placement was the kindness and compassion demonstrated by the people who work at RAILS. This supportive atmosphere allowed me to grow both professionally and personally, as I felt encouraged to contribute fully, knowing I was surrounded by people who shared my commitment to helping others."

Social Work Placement Student

How to Apply

We welcome volunteering applications at any time. To apply, please complete the form on our website. <https://www.rails.org.au/get-involved/volunteer>

Applications should include a cover letter indicating your availability to volunteer and your CV.

A member of RAILS' friendly team will be in touch with you by email regarding your application. Short listed applicants may be invited to attend an interview.

We are looking forward to receiving your application!

Contact Details

Level 3, 43 Peel Street,
South Brisbane, 4101

Ph: (07) 3846 9300
<https://www.rails.org.au/>

Volunteer Enquiries

If you have questions about volunteering at RAILS, please email volunteerapplications@rails.org.au for discussion.

Volunteering with RAILS



RAILS

Refugee and Immigration
Legal Service

Day Volunteers

Day volunteers help us from RAILS' office in South Brisbane during RAILS' operating hours, 9am to 5pm from Monday to Friday. We ask for a commitment of one day per week for a minimum of six months.

Intake Volunteers

Intake volunteers support our busy and fast-paced intake team. They are often the first person our clients talk to when they come to RAILS or call our office. Intake volunteers assist with admin and data entry tasks.

We are seeking volunteers who:

- Are aligned with the organisation's values and commitment to social justice.
- Have experience in administration, community, legal or client facing roles.
- Are confident in the use of Microsoft systems.
- Have excellent communication and interpersonal skills.
- Are confident to welcome walk ins and answer phone calls.

Legal Volunteers & PLT Students

Law students and legal professionals assist RAILS' lawyers with their immigration cases. This may involve:

- Completing visa application forms.
- Conducting statutory declarations with clients.
- Assisting with administrative tasks.
- Drafting legal submissions and conducting legal research.

We are seeking volunteers who:

- Are aligned with the organisation values and commitment to social justice.
- Are law graduates or law students who are at least in their third year of studies.
- Have experience in admin, community, legal or client facing roles.
- Are confident in the use of Microsoft systems.

RAILS can host Practical Legal Training students.

"So many people would benefit from legal support and guidance when navigating Australia's complex immigration system, and RAILS' clients are often in the direst of circumstances. Without the help of volunteers, RAILS would be far more limited in the assistance they can offer. I feel proud to have contributed positively and supported an organisation which does such important work."

Day Legal Volunteer

Evening Volunteers

Evening Advice Sessions Volunteers

Through Evening Advice Sessions (EAS), RAILS provides general legal advice for disadvantaged people living in Queensland.

EAS takes place on Wednesday evenings, from 6pm to 8pm and clients are advised by telephone.

EAS volunteer advisors are supported and supervised by a RAILS lawyer during the session.

Volunteer Advisors

We are seeking volunteers who:

- Are aligned with the organisation values and commitment to social justice.
- Are registered migration agents or immigration lawyers who can provide clients with general immigration advice about their matter.
- Are based in Queensland.
- Have experience completing records of their advice.

We normally ask for a commitment of one night per month for a minimum of 6 months.