

Client Interviews

MONDAY TO FRIDAY WORK

CASE for Refugees will roster volunteers to assist our Migration Agents during the week with either Family Reunion or Protection matters.

Under the supervision of a Migration Agent the volunteer would interview clients and access information given in order to substantiate their claims. The volunteer would either be assisting a client who is claiming protection or someone who is wishing to bring family members to Australia. You will meet with the client at least three or four times to ensure that there is a continuity of service, but the number of interviews will depend on the individual case, situation and how long it takes to obtain the information needed. Predominantly, you will be completing Immigration forms with information gained from the client. In some cases you will need to work with an interpreter and often the client will bring support people or family members along to the interviews. When you do not have a scheduled appointment with a client you will be doing research, file preparation or other administrative work as instructed by the Migration Agent or Solicitor. These interviews are scheduled during weekdays from 10.00 – 4.00pm and all arrangements are organized by the CASE Office.

This work is suitable for 3rd or 4th Year Law students only. We are only able to supervise approximately 6 volunteers at any one time during the week. The volunteer will be required to complete the Legal Training, General Training as well as training on the LEAP Migration Manager Database. After training we require that the volunteer commit to ½ day each week with a 6 month to 1 year commitment.

SATURDAY WORK

CASE for Refugees will roster volunteers to assist our Volunteer Migration Agents working for the Saturday Family Reunion Project.

Under the supervision of a Migration Agent the volunteer will be teamed up with a partner to interview clients to access information and to assist them to bring family members to Australia. You will meet with this client on 2 Saturdays over a 2 month period and then follow-up appointments will be scheduled as required. Mostly you will be completing Immigration forms with information gained from the client. These interviews are scheduled during Saturday from 9am – 1pm and all arrangements are organized by the CASE Office.

This work is suitable for anyone who is able to complete the training and commitment to being on our roster for a minimum of 1 year. During that year you are likely to be given 4-8 appointments as we manage an active roster of approximately 40 people. The volunteer will be required to complete the Legal Training and General Training and will be shown how to use the LEAP Migration Manager Database .

At first you will be accompanied with an experienced volunteer. As you become more experienced and more competent there will be ample opportunity to be delegated a more autonomous role. At that stage you will be able to work on Tuesday evening sessions and you will be given a client to assist individually, supervised by a Registered Migration Agent.