



VOLUNTEERING ON A VISA

If a person holding a visa applies to participate in volunteer work with your organisation (the applicant), it is important that you make sure that the person can legally undertake volunteer work on their particular visa issued to them.

There is no visa which specifically allows volunteering

When a person applies for a visa to enter Australia, they apply according to their 'intention', such as to have a holiday, to visit family, to work or to study. Conditions are placed on visas depending on the applicant's 'intention'. Each visa has different conditions and some visas give people the ability to participate in volunteer work.

Volunteering is time and effort willingly given in service for the common good and without remuneration.

How to check a visa

The Department of Home Affairs has an online verification service called VEVO (Visa Entitlement Verification Online). To use this service:

1. Go to <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>.
2. If your organisation is not yet registered as a VEVO organisation you can register at <https://online.immi.gov.au/lusc/register>. As a registered VEVO organisation you will be able to access VEVO service. The Department of Home Affairs will confirm that you are a bona fide organisation and you will be given a login and password.
3. Explain to the person who holds the visa (your applicant), that you need to verify that their visa allows them to undertake volunteer work they seek to do and ask them to provide you with their passport number.
4. Log in and enter the applicant's passport number. The system will display their visa status, details, expiry date and whether they are lawfully present in Australia. It will also display any conditions applicable to their visa. If the conditions section is blank, the applicant has no conditions on their visa and can undertake volunteer work.
5. If the information from VEVO says 'No Work' as a condition on the visa, it is then your responsibility to call 131 881 to determine if the applicant is able to undertake any volunteer work. The Department of Home Affairs will go further into the history of the applicant but the applicant must be present to speak with a representative of the Department of Home Affairs over the phone as a security check will need to be done to verify their identity.

This document is a guide to assist Volunteering Involving Organisations with recruitment and supervision of volunteer applicants. Please also refer to applicable websites and legislation for further details and advice.