



Live Performance Australia

Position Description

Position title: Immigration Services Co-ordinator

Date: April 2022

Location: Level 1, 15-17 Queen Street, Melbourne

1. POSITION DESCRIPTION

Reports to: Deputy Director, Workplace Relations

The Immigration Services Coordinator is required to maintain a positive working relationship with Live Performance Australia (**LPA**) staff, Members, industry stakeholders and external service providers.

Duties and responsibilities:

Work in conjunction with the Deputy Director to ensure that professional immigration services are provided efficiently to Members. This includes: providing advice and support to Members; maintaining thorough records in respect of visa applications and international personnel; consulting effectively with unions; and raising issues with the Deputy Director, Workplace Relations in a timely manner.

The role requires a successful working relationship with the Department of Home Affairs (**Department**).

a. Immigration Services

- i. Provide and maintain a high standard of immigration services support, including lodging immigration applications and providing advice and support to Members.
- ii. Effectively liaise between Members and the Department – being the point of contact for both parties. Good relationships must be maintained through regular communication.
- iii. Review visa applications and advise Members whether documents are missing or the application is incomplete.
- iv. Advise Members of anticipated issues and courses of action (eg biometrics, medical checks, criminal records, dependents, passport issues).
- v. Where the applicant has criminal convictions, seek assistance from the Deputy Director, Workplace Relations or Workplace Relations Advisor.
- vi. Consistently seek up-to-date advice from the Department and collate it for further reference.

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- vii. Consult the relevant union ie Media, Entertainment and Arts Alliance (MEAA) and the Musicians Union (MUA). Seek assistance from the Workplace Relations Advisor and Deputy Director, Workplace Relations in respect of objections.
 - viii. Provide advice regarding the appropriate class of visas for visitors and within the legislative restrictions relating to Authorised Recipients under the Migration Act 1958.
 - ix. Maintain immigration files by saving supporting documents, keeping records of all correspondence in relevant folders and recording applications on LPA's database.
 - x. Assist Members to set up an ImmiAccount on the Department's website.
 - xi. Once Members enter data into applications on their ImmiAccount and upload the relevant documents, check applications online and lodge applications on behalf of Members.
 - xii. Inform Members about the status of their applications. Maintain regular email and phone contact with Members.
 - xiii. Maintain and update statistics, regarding the number of applications and number of applicants on a quarterly basis and provide this information to LPA's Membership and Finance Manager.
 - xiv. Provide tour itineraries to LPA's Finance and Membership Manager for upcoming applications so that they can charge Members the Industry Service Fee (ISF).

b. Communications and Relationships

- i. Prepare and update the LPA Guide: 408 Visa Information Pack, resource documents and templates in respect of the visa application process.
- ii. Prepare regular Member communications about international travel and visa requirements.
- iii. Build and ensure that LPA has effective relationships with all current and prospective Members.
- iv. Build and ensure that LPA maintains an effective communications framework and systems with key stakeholders including Government officials, business contacts, related bodies and Members.
- v. Provide regular reports to the Deputy Director, Workplace Relations regarding work in progress and KPIs.

c. General

- i. Provide regular reports regarding work in progress and deadlines.
- ii. Other duties as directed.

2. KEY SELECTION CRITERIA

1. Well-developed organisational skills. Including the ability to:
 - a. work simultaneously on multiple tasks independently with a strong service orientation; and
 - b. complete tasks within a required timeframe and to a high standard.
2. Highly developed written and verbal communication skills, including:
 - a. attention to detail; and
 - b. demonstrated ability to communicate effectively across a range of personnel, including Executive Councillors, Members, and Government agencies.
3. High-level computer skills and online literacy.

Desired experience/qualifications

- Knowledge of and passion for Australia's live entertainment and performing arts industry.
- The ideal candidate is also someone who is organised, has excellent communication skills and is an enthusiastic and friendly team player.

3. ABOUT LIVE PERFORMANCE AUSTRALIA

Live Performance Australia is the peak body for Australia's live performance industry. Established over 100 years ago in 1917 and registered as an employers' association under the *Fair Work (Registered Organisations) Act 2009*, LPA has over 350 members nationally. LPA is the trading name of the Australian Entertainment Industry Association (AEIA).

LPA has a broad membership that covers all performing art and entertainment forms (including contemporary and classical music, musical theatre, theatre, comedy, dance, opera, cabaret, and circus/physical theatre) and organisations of all sizes (spanning small-medium organisations and not-for-profit organisations to large commercial entities).

Our Members include: commercial and independent producers, music promoters, performing arts companies, venues (performing arts centres, commercial theatres, stadiums and arenas), arts festivals, music festivals, service providers (such as ticketing companies and technical suppliers), independent cinemas and exhibition companies.

LPA has a clear mandate to advocate for and support policy decisions that benefit the sustainability and growth of the live performance industry in Australia.

LPA also presents the annual Helpmann Awards to celebrate and recognise distinguished artistic achievement and excellence across Australia's vibrant live performance industry.

As part of our values, LPA seeks to attract and retain the best employees as well as form strong relationships with our Members and external stakeholders. We're committed to fostering an inclusive environment free from discrimination where diversity is celebrated.

4. ABOUT LPA'S WORKPLACE RELATIONS TEAM

The Workplace Relations team helps our Members navigate the complexities of the workplace regulatory environment. This includes ensuring Members understand their obligations under workplace relations legislation, including the *Fair Work Act 2009* and National Employment Standards.

We provide information and advice in relation to the live performance industry, exhibition industry and cinema industry.

Key workplace relations issues covered include:

- Annual leave
- Child employment
- Disciplinary matters
- Education and training
- Employment contracts
- Enterprise bargaining and agreements
- General protections' claims
- Human resource management
- Immigration
- Modern Award interpretation
- Organisation restructuring & redundancy
- Parental leave
- Public holidays
- Superannuation
- Recordings
- Terminations and redundancy
- Touring
- Unfair dismissal claims
- Unpaid work and volunteers
- Work Health and Safety

We also negotiate industrial agreements on behalf of our Members.

In addition to providing workplace and industry relations advice, the Workplace Relations team also assists Members to bring in international workers required for live performances. This service is principally provided through immigration visa processing and liaison with relevant unions and government departments.