



Where else can applicants get help?

Applicants can find more information about visa options at www.immi.gov.au or by calling 131 881.

For more information about registered migration agents contact the Migration Agents Registration Authority at:

PO Box Q1551

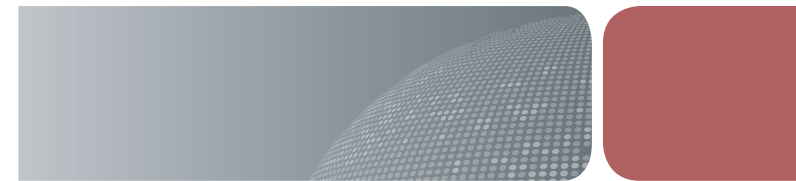
QVB NSW 1230

phone: 02 9299 5446

website: www.themara.com.au

email: themara@themara.com.au

Using a migration agent



For more information visit
www.immi.gov.au



What is a migration agent?

A migration agent is someone who can advise on visa requirements, help an applicant lodge a visa application and deal with the Department of Immigration and Citizenship (the department) on an applicant's behalf, usually for a fee.

Is using a migration agent compulsory?

An applicant does not need to use a migration agent to lodge a visa application. However, if they do not feel confident lodging an application, or if their case is complex, they may wish to use a migration agent to:

- advise on the most appropriate visa
- help fill out the application form
- prepare the case in support of their application
- submit the application and deal with the department on their behalf
- provide advice on more complex immigration matters.

Choosing a migration agent

Migration agents operating in Australia are required by law to be registered with the Migration Agents Registration Authority (MARA).

Registered migration agents are bound by law to act in the best interests of their clients, therefore it is best to only use a registered migration agent.

An applicant can find a registered migration agent:

- on the Migration Institute of Australia (MIA) website at www.mia.org.au which lists migration agents who are members of the MIA by state and territory
- on the MARA website at www.themara.com.au under the Register of Migration Agents, which can be searched by postcode
- in the Yellow Pages at www.yellowpages.com.au.

The MARA website also lists disciplined and recently deregistered migration agents. Before hiring a migration agent, an applicant should check the agent has not been disciplined or deregistered.

There are penalties of up to 10 years jail for unregistered people who give immigration assistance in Australia for a fee or reward.

What should be expected from a registered migration agent?

All registered migration agents are required to:

- provide an applicant with written advice about the fee they will charge and the service they will provide
- act professionally and in a timely manner
- abide by the migration agents' Code of Conduct.

How to appoint a registered migration agent?

Complete Form 956 Appointment of a migration agent or exempt agent or other authorised recipient available at www.immi.gov.au or notify the relevant department processing centre in writing.

How much will a registered migration agent charge?

There are no set fees. Information about the fees charged and services provided by registered migration agents is available from the MARA website at www.themara.com.au.

Unhappy with a registered migration agent's service?

An applicant should first try to resolve the matter with the migration agent.

If the matter is unable to be solved, the applicant should approach the MARA in writing by using the complaint form available from the MARA website at www.themara.com.au.