



Australian Government

Department of Immigration and Citizenship

Immigration assistance

Where else can you get help?

For more information about visa options visit www.immi.gov.au or phone 131 881.

For more information about registered migration agents contact the Office of the Migration Agents Registration Authority (MARA) at:

PO Box Q1551
QVB NSW 1230

Phone: 1300 22 62 72 or 02 9078 3552

Internet: www.mara.com.au



For more information visit
www.immi.gov.au

people our business



What is immigration assistance?

In Australia, only certain people can provide immigration assistance to people who want to enter or stay in Australia. Immigration assistance may involve:

- providing advice to an applicant, sponsor or nominator about visa applications
- preparing or helping to prepare a visa application, a cancellation review application, a nomination or sponsorship
- representing applicants before courts or review proceedings
- helping with a request for ministerial intervention.

Who can provide immigration assistance?

In Australia, only people registered as migration agents may provide immigration assistance. The following people may also provide immigration assistance if they do not charge a fee:

- close family members (for example, spouses, children, adopted children, parents, brothers or sisters)
- sponsors or nominators on a visa application
- parliamentarians or their staff
- officials whose duties include providing immigration assistance (for example, Legal Aid providers)
- members of diplomatic missions, consular posts or international organisations.

Anyone can help with a request for ministerial intervention as long as they do not charge a fee. Only registered migration agents can receive a fee or reward for providing immigration assistance.

What immigration activities can unregistered people undertake?

Unregistered people can help applicants by:

- posting or delivering a visa application to the department on behalf of an applicant
- undertaking clerical work to prepare, or help prepare a visa application
- providing translation or interpretation services to help prepare a visa application
- advising a person that he or she must have a visa to stay in Australia
- passing on information from a third party, without comment or explanation, for example, information publicly available from the Department of Immigration and Citizenship
- being nominated to receive correspondence on behalf of a visa applicant.

Do penalties apply if an unregistered person provides immigration assistance?

It is a criminal offence for an unregistered person in Australia to provide immigration assistance. Penalties of up to 10 years jail can apply.