



Australian Government

Department of Immigration and Citizenship

Unhappy with a registered migration agent's service?

You should first try to resolve the matter with the migration agent. If the matter is unable to be resolved, you should write to the Office of the MARA using the complaint form available from the Office of the MARA website at www.mara.com.au

Where else can you 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 Office of the MARA at:

PO Box Q1551
QVB NSW 1230

Phone: 1300 22 62 72 or 02 9078 3552

Internet: www.mara.com.au

Using a migration agent



For more information visit
www.immi.gov.au

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What is a migration agent?

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

Do you need to use a migration agent?

You do not need to use a migration agent to lodge a visa application. However, if you do not feel confident lodging an application, or if your case is complex, you may wish to use a migration agent to:

- advise on the most appropriate visa
- help fill out the application form
- prepare a case in support of your application
- submit the application and deal with the department on your 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 Office of the Migration Agents Registration Authority (MARA). If you choose to use a migration agent you should only use a registered migration agent.

You can find a registered migration agent:

- on the Office of the MARA website at www.mara.com.au under the Register of Migration Agents, or
- in the Yellow Pages at www.yellowpages.com.au

The Office of the MARA website also lists disciplined and recently deregistered migration agents. Before hiring a migration agent, you 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 you expect from a registered migration agent?

All registered migration agents are required to:

- provide you 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 Office of the MARA website at www.mara.com.au