



## Migration Fraud Summary

Fraudulent operators may use misleading information to take advantage of you or your situation. Here are some examples:

Myth	Fact
<ul style="list-style-type: none"> <li>I can guarantee you a visa to Australia.</li> </ul>	<ul style="list-style-type: none"> <li>No-one can guarantee you a visa. Avoid internet sites and advertisements claiming they can 'guarantee' a visa.</li> </ul>
<ul style="list-style-type: none"> <li>Register and pay now to express your interest.</li> </ul>	<ul style="list-style-type: none"> <li>The department does not ask you to 'register' or 'express your interest' in a visa.</li> </ul>
<ul style="list-style-type: none"> <li>This is a 'once in a lifetime opportunity'.</li> </ul>	<ul style="list-style-type: none"> <li>There may be a number of visa options for you.</li> </ul>
<ul style="list-style-type: none"> <li>Only I can pay the department's fees.</li> </ul>	<ul style="list-style-type: none"> <li>You can pay your own visa application charge directly to the department.</li> </ul>
<ul style="list-style-type: none"> <li>I have a special relationship with the department.</li> </ul>	<ul style="list-style-type: none"> <li>No-one has a special or privileged relationship with the department.</li> </ul>
<ul style="list-style-type: none"> <li>I need to keep your original documents.</li> </ul>	<ul style="list-style-type: none"> <li>Generally, the department only needs certified copies of documents, not the originals.</li> </ul>

## Help fight against illegal operators posing as migration professionals

If you know someone who is providing migration advice and is not a registered migration agent, you should report them by phone on 1800 009 623 or use the department's online Feedback Form.

See: [www.immi.gov.au/contacts/forms/services/services-form.htm](http://www.immi.gov.au/contacts/forms/services/services-form.htm)

## Email and Internet Scams

There are a number of ways you can protect yourself against email and internet scams:

- Check the web address—even if one character is different, it may be a different site - all Australian Government websites end in gov.au such as, [www.immi.gov.au](http://www.immi.gov.au) or [www.eta.immi.gov.au](http://www.eta.immi.gov.au).
- Never enter private information unless it is a secure site and you know who you are dealing with. Secure sites are locked with a padlock in the browser window or secure URL at the beginning of the address (that is, https://).
- If you have concerns, do a web search to see if anyone has reported any problems with that site.
- Visit Scamwatch for details on the latest known immigration scams.  
See: [www.scamwatch.gov.au](http://www.scamwatch.gov.au)
- Don't be fooled by websites designed to look like official Australian Government websites, they may charge you service fees over and above normal visa application charges. The department's website at [www.immi.gov.au](http://www.immi.gov.au) is the only official Australian Immigration website providing visa services.  
See: [www.immi.gov.au](http://www.immi.gov.au)

## Getting Help to Apply for a Visa

Avoid fraudulent operators and scams by using the many resources available to help you apply for a visa:

- Application forms and Information Booklets available at no cost on the department's website.
- The Visa Wizard on the department's website can help you find the Australian visa most likely to meet your specific circumstances.
- Departmental staff can assist you and explain what is required in your application.  
See: [www.immi.gov.au](http://www.immi.gov.au)  
Telephone: 131 881

- If you need assistance in another language, contact the Translating and Interpreting Service National and ask to be connected to the department.

**Telephone:** 131 450

There may be community organisations who can help you or you can engage a registered migration agent to assist you. To find a registered migration agent, contact the Migration Agents Registration Authority.

**See:** [www.mara.gov.au](http://www.mara.gov.au)

**Telephone:** 1300 226 272

More information is available on the department's website.

**See:** [www.immi.gov.au/migration-fraud/](http://www.immi.gov.au/migration-fraud/)