



## Information on the Regulation of the Migration Advice Profession

Registered Migration Agents are highly skilled professionals. They must meet competency standards, abide by a Code of Conduct and keep their knowledge of migration law and procedure up to date. It is against the law to offer migration assistance in Australia unless registered with the Office of the Migration Agents Registration Authority (Office of the MARA).

This document aims to help you in using your agent.

### Registered Migration Agents

Migration agents in Australia must be registered. Registered Migration Agents (RMAs) have the Code of Conduct clearly displayed in their office and will make it available to you on request.

An RMA will:

- be honest with you about your chances of securing the visa you are applying for
- keep you informed about the progress of your application and any changes that may affect it
- be contactable during business hours and tell you if they change their contact details
- act within the law, your best interests, and your instructions, and, protect your confidentiality
- declare any interest they have that may affect your application and not act for you where there is a conflict
- provide you with a written statement, before starting work, of the services to be provided, the fee and other costs and a similar statement at the end with services actually performed and fees charged
- charge a reasonable fee and, if you pay in advance, keep this in a separate bank account
- provide timely and correct advice and tell you in writing about the result of your application as soon as possible.

### Complaints

While you should not experience problems with the service offered by your RMA, if you do, you should try and resolve it directly with them. If you can't, then contact the Office of the MARA. You might then be asked to complete a formal complaint form that could be sent to the agent during the investigation, which will be fair and impartial.

If you would like to check on the registration of your agent, or find out more about complaints procedures, please go to the Office of the MARA website [www.mara.gov.au](http://www.mara.gov.au)

### Office of the MARA

Under the *Migration Act 1958* and the *Migration Agents Regulations 1998*, the Office of the MARA:

- registers new migration agents and reregisters existing agents
- approves the agent entry course and continuing professional development activities for agents
- monitors the conduct of RMAs
- investigates complaints against RMAs and disciplines them where appropriate.

However, the Office of the MARA cannot help you with your application/sponsorship or order a refund from your RMA.

Valid to 1 January 2012