

What is the Office of the MARA?

The Office of the MARA is the regulatory body that ensures only fit and proper persons are approved as registered migration agents and investigates complaints against agents. It is a discrete office attached to the Department of Immigration and Citizenship.

Choosing a migration agent

- All registered migration agents have a unique Migration Agents Registration Number (MARN).
- You can check if a person is registered by searching for their MARN on the Office of the MARA website.
- Lawyers and education agents need to be registered before they can give you immigration assistance in Australia.
- **No person can guarantee you will get a visa – even if the person is a registered migration agent.**
- Unless exempt, it is illegal for anyone to give immigration advice in Australia if they are not registered with the Office of the MARA. A list of exempt persons can be found on the Department of Immigration and Citizenship's Form 956.

Tips and hints when using a migration agent

Your agent must:

- give you a copy of the *Information on the Regulation of the Migration Advice Profession* once they have agreed to do work for you. You can also get a copy from the Office of the MARA website.
- give you a Statement of Services listing what services they will charge you for before you pay.
- return any documents that belong to you within 7 days after you have asked.
- keep records of all communication about your application with you and the Department of Immigration and Citizenship.

You should:

- keep your original documents such as passports and birth certificates. Most documents the Department of Immigration and Citizenship needs can be provided as certified copies.
- confirm all your discussions and instructions to your agent in writing. You are responsible for information provided to the Department of Immigration and Citizenship – even if someone else filled in the form.
- understand what services are included as part of the agent fees. A list of average agent fees can be found on the Office of the MARA website.
See: <https://www.mara.gov.au/Consumer-Information/What-does-it-cost-to-use-an-Agent/default.aspx>

Concerns about your migration agent

- Contact the Office of the MARA if you need advice.
- ***Making a complaint to the Office of the MARA or the Department of Immigration and Citizenship will not affect the outcome of your visa application.***
- Unregistered persons giving immigration assistance in Australia should be reported to the Department of Immigration and Citizenship on 1800 009 623.
- If you no longer want to use your migration agent, let the Department of Immigration and Citizenship know by completing Parts B & C of Form 956.

More information

Office of the MARA
www.mara.gov.au or 1300 226 272.

Check if a person is registered at
www.mara.gov.au and click on:



Department of Immigration and Citizenship
www.immi.gov.au or 131 881.

For information in languages other than English, phone the Translation and Interpreting Service on 131 450.