



Tips for using a Registered Migration Agent

What is the Office of the Migration Agents Registration Authority?

The Office of the Migration Agents Registration Authority (OMARA) is a section of the Department of Home Affairs (the Department). OMARA is the regulatory body that ensures only fit and proper persons are approved as registered migration agents and investigates complaints against agents.

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 OMARA's website.
- **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 OMARA. A list of exempt persons can be found on Form 956.

Tips and hints when using a migration agent

Your agent must:

- give you a copy of the *Consumer Guide* once they have agreed to do work for you. You can also get a copy from the OMARA's website.
- give you a written agreement 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.

You should:

- keep your original documents such as passports and birth certificates. Most documents the Department 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 – even if someone else filled in the form.
- understand what services are included as part of the agent fees.

Concerns about your migration agent

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

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

Search for an agent

Search map

Location
eg. country, state, city, town, suburb, postcode

Agent
eg. agent's family name or MARN

Search

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More information

Office of the Migration Agents Registration Authority: www.mara.gov.au or
Ph: 1300 226 272

Department of Home Affairs:
www.homeaffairs.gov.au or
Ph: 131 881

To speak to an interpreter phone the Translation and Interpreting Service on 131 450.