



Reducing the number of fraudulent documents

(Section 234 of the *Migration Act 1958*)

Fraudulent documents and false or misleading information presented to the Department of Home Affairs (the Department) undermines the integrity of Australia's migration program.

It is in the best interest of clients, agents and the Department) to ensure that fraudulent documents or false or misleading information are not submitted in, or with, applications. Such documents or information can lead to processing delays and applications being refused.

The Code of Conduct requires registered migration agents to be competent, diligent and fair. This requires that you, as an agent, take reasonable steps to ensure you are not responsible for submitting to the Department, misinformation provided by your client. Also, as an agent you must not make statements or encourage the making of statements that you know are, or believe to be, misleading or inaccurate.

[Code of Conduct](#)

These tips will help you reduce the likelihood of fraudulent documents and false or misleading information being presented to the Department:

- independently verify contact details instead of relying on those supplied by your client
- make contact with the organisation that originally issued a document to verify its reliability, or clarify concerns
- consult with a colleague on issues you have with documents
- discuss concerns with your client
- advise the Department when you lodge the application about concerns with the validity of a document if you cannot verify its information
- ensure your client understands that under section 234 of the *Migration Act 1958*, the Department can prosecute clients who present fraudulent or false documents, or who make false or misleading claims in support of a visa or citizenship application
- if you believe an application or document may be fraudulent or inaccurate, give your client the opportunity to resubmit their application omitting the information of concern, or terminate your business dealings with them and report them to the Department.

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