



Returning documents to clients

To ensure that clients are not unduly disadvantaged following receipt by an agent of a request from a client for the return of documents, agents are reminded of their obligations as set out in the Code of Conduct for registered migration agents (the Code).

Under the Code, a client is entitled to ask a registered migration agent (orally or in writing) to return any document that belongs to the client. The agent must return the document within 7 days of being asked.

Failure to action a request for documents within the specified timeframe may adversely affect a client, particularly in circumstances where the client is required to submit documents to the Department of Home Affairs (the Department) as part of their ongoing visa application and may be in breach of the Code.

The reference to documents includes all written communications, and including, but not limited to:

- the contract for services (Agreement for Services and Fees)
- all correspondence between the client and agent (emails, letters and file notes)
- the visa application(s)
- documents submitted in support of the visa application(s) (e.g. skills assessment, IELTS test results)
- all correspondence between the agent and the Department or the OMARA
- all financial records relevant to the services provided, and as specified in the contract for services.

Additionally, all agents must have an address and telephone number where the agent can be contacted during normal business hours. This includes making appropriate arrangements in periods of extended absence e.g. overseas travel.