



Australian Government
Department of Home Affairs



OMARA
OFFICE OF THE MIGRATION AGENTS
REGISTRATION AUTHORITY

Migration Agent Activity Report 1 January 2026 to 30 June 2026

Half-yearly report on the provision of immigration assistance by Registered Migration Agents in Australia

Prepared by the Office of the Migration Agents Registration Authority (OMARA)

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1. Executive summary

1.1. About this report

This biannual report provides a summary and analysis of the activities of Registered Migration Agents (RMAs) in the migration advice industry in Australia.

This information is provided by the Department of Home Affairs (the Department) and was extracted from departmental systems. As data has been drawn from a dynamic system environment, the information is correct at the time of publication and figures may differ slightly from previous or future reporting.

This report is informed by the Office of the Migration Agents Registration Authority's (OMARA) primary data platform: Migration Agents Regulatory System (MARS). Discrepancies may occur between sums of the component items and totals where figures have been rounded. Statistics provided by other areas of the Department were correct at the time of generation and may vary slightly from those contained in other reports.

While the data contained in this report has been formulated with all due care, the OMARA does not warrant or represent that the data is free from errors or omission, or that it is exhaustive. It is also possible that some statistics are no longer available in previous formats or available at all.

1.2. OMARA's operational context

The OMARA is responsible for regulating RMAs in Australia, in accordance with the *Migration Act 1958* (the Act) and the *Migration Agents Regulations 1998* (the Regulations).

The key functions are to:

- deal with registration applications.
- monitor the conduct of RMAs in their provision of immigration assistance.
- investigate complaints in relation to the provision of immigration assistance by RMAs.
- take appropriate disciplinary action against RMAs or former RMAs.
- inform the appropriate prosecuting authorities about apparent offences committed by RMAs.
- monitor the adequacy of the Code of Conduct for RMAs.

1.3. Key statistics highlighted in this report

This biannual report informs the OMARA's ongoing analyses on the activities of RMAs in Australia's migration advice industry.

- As at 30 June 2026, there were 5,581 RMAs comparable to 5,400 RMAs as at 31 December 2025.
- During 1 January 2026 to 30 June 2026, RMAs were utilised in 62.5% of Business Skills visa applications, 64.7% of Employer Sponsored visa applications, 52.1% of General Skilled visa applications and 3.3% of Permanent Protection visa applications.

2. Information about RMAs

2.1. Overview of the profession

This table shows the number of migration agents registered with the OMARA at 30 June 2026.

Number of registered migration agents	At 30 June 2026	
Total number of RMAs	Total	5,581

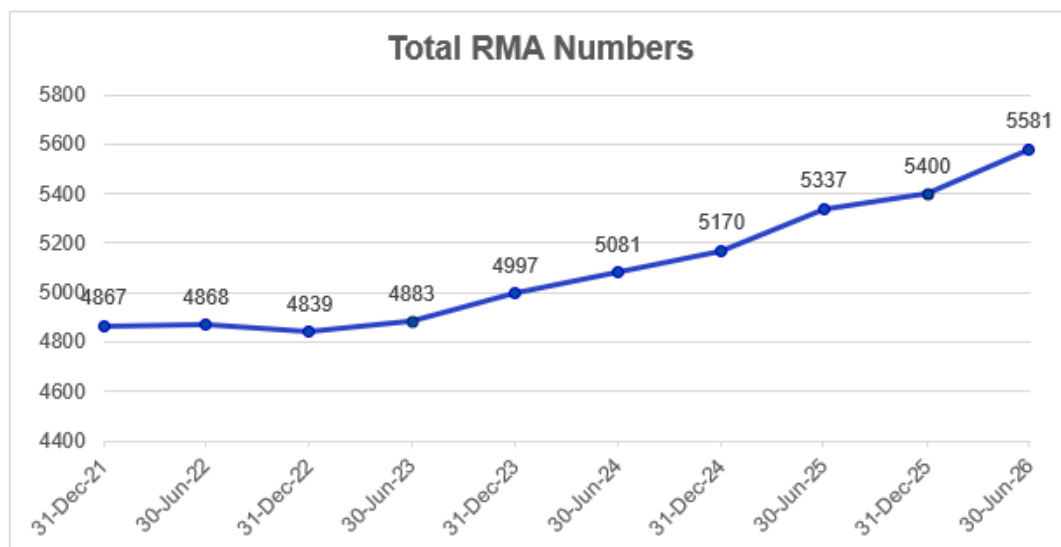
This table shows the proportion of RMAs working in the non-commercial sector compared with those working on a commercial basis.

RMAs	Number	Percentage
RMAs operating on a commercial basis	5,535	99.2%
RMAs operating on a non-commercial basis	46	0.8%
TOTAL	5,581	100%

The below table shows the number and percentage of RMAs who hold a restricted legal practising certificate and those registered under the Trans-Tasman Mutual Recognition Act 1977 (TTMRA).

Sub-Groups	Number	Percentage
RMAs with restricted legal practising certificates	66	1.2%
RMAs registered under the TTMRA	142	2.5%

The following graph shows the number of RMAs in the migration advice profession displayed since December 2021.



The table below shows the geographic distribution of RMAs at 30 June 2026.

Geographic distribution of RMAs at DATE	Total RMAs	
Victoria	1892	33.9%
New South Wales	1695	30.4%
Queensland	755	13.5%
Western Australia	556	10.0%
South Australia	285	5.1%
Overseas	247	4.4%
Australian Capital Territory	85	1.5%
Tasmania	33	0.6%
Northern Territory	33	0.6%
Total		100%

Note: percentage results may not sum exactly to 100 per cent due to rounding.

The table below provides a snapshot of key characteristics of the RMA cohort at 30 June 2026.

General statistics		
Average age of RMAs (years)	47.7	
Female RMAs	2,647	47.4%
Male RMAs	2,934	52.6%
RMAs operating as sole traders	1,519	27.2%

2.2. Registration withdrawals and refusals

RMA's must renew their registration on an annual basis if they wish to continue to lawfully provide immigration assistance. The table below shows the reasons for registration application withdrawal and refusal decisions for both initial and repeat registration applications from 1 January 2026 to 30 June 2026.

Registration requirement 1 January 2026 – 30 June 2026	Withdrawals		Refusals	
	Initial	Repeat	Initial	Repeat
Agent Barred	0	0	0	0
Agent cancelled	0	1	0	0
Agent suspended	0	0	0	0
Ceased employment	1	0	0	0
Conflict of interest	1	0	0	0
Continuous Professional Development (CPD)	0	2	0	0
English language	10	0	0	0
Fit and proper person	0	2	0	0
Non-commercial registration requirements	1	2	0	0
Other	4	8	2	1
Permanent resident/Aust citizen	0	0	0	0
Qualifications	0	1	0	0
Total	17	16	2	1
GRAND TOTAL	33		3	

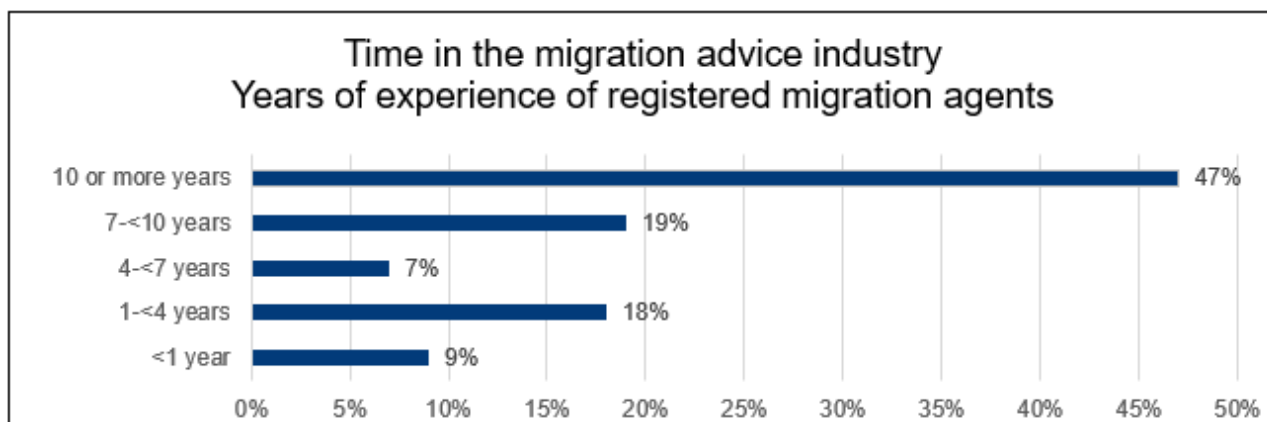
2.3. Number of RMA's removed from the Register

The figures below show the total number of RMA's removed from the Register from 1 January 2026 to 30 June 2026, either at their request or by not renewing their registration (lapsed). Please note that some lapsed agents will have since re-applied for registration. This is an increase from the total of 142 for the 1 July 2025 to 31 December 2025 period.

1 January 2026 to 30 June 2026	By request	Lapsed	Total
Removed from the Register	17	148	165

2.4. Experience of RMAs

This graph shows that as at 30 June 2026, of the 5,581 RMAs, 47 per cent have been in the industry for 10 or more years. Only 9 per cent of all RMAs joined in the 12 months before the period of this report.



2.5. Visa applications lodged by RMAs

This table shows the proportion of visa applications lodged with the declared representation by an RMA between 1 January 2026 and 30 June 2026. The source of this data is the Integrated Client Services Environment (ICSE).

Visa class	RMA used	Total applications	% lodged by an RMA
Family	20,803	52,462	39.7%
Employer Sponsored	30,981	47,866	64.7%
General Skilled	22,753	43,688	52.1%
Business Skills	2,107	3,370	62.5%
Student	44,830	206,166	21.7%
Visitor	35,459	1,755,929	2.0%
Bridging	6,083	28,201	21.6%
Temporary protection	483	3,520	13.7%
Permanent protection	3,223	96,304	3.3%
Returning Resident	6,213	71,132	8.7%
Temporary Resident	61,423	165,229	37.2%
Temporary skill shortage	54,101	85,011	63.6%
TOTAL (in ICSE)	288,459	2,558,878	11.3%

Note: percentage results may not sum exactly to 100 per cent due to rounding.

3. Use of statutory powers during the exercise of OMARA's regulatory functions

On 1 October 2024, the OMARA established a functionality within OMARA's business system to enable reporting on the exercise of regulatory powers when assessing applications for registration and investigating complaints against RMAs or former RMAs. On 1 November 2025, OMARA commenced reporting on the exercise of powers when monitoring RMA compliance with the obligations under the Code of Conduct, following the established of a dedicated Compliance and Monitoring Section in October 2025.

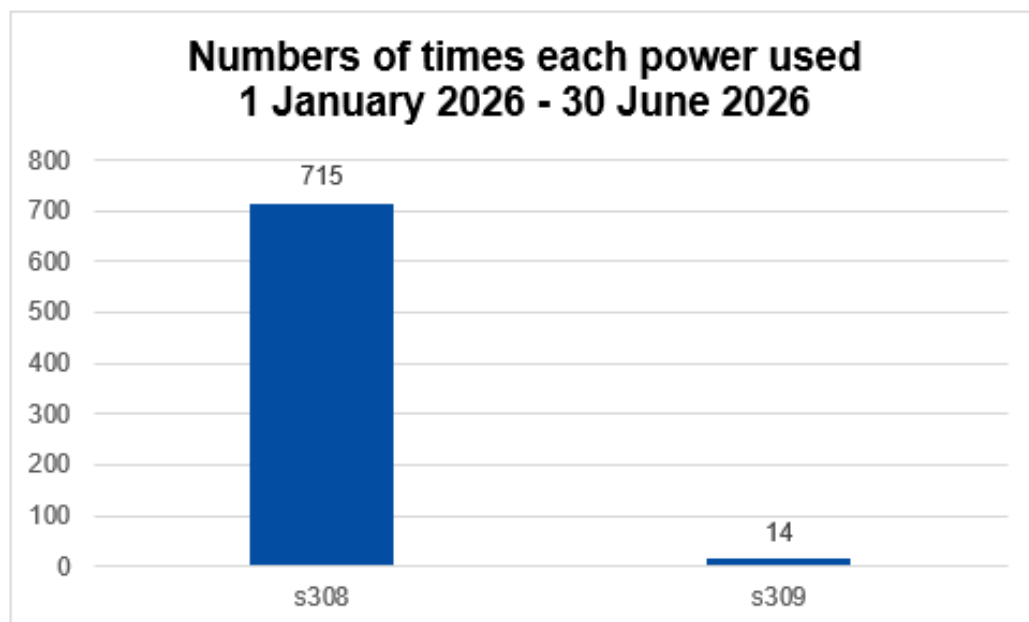
The OMARA reports on the exercise of powers under sections 305C, 308, 309, 311D and 311EA of the Migration Act 1958 (the Act). These provisions either:

- provide the OMARA with the power to require RMAs and former RMAs to provide information or prescribed documents; or
- require the OMARA to provide natural justice to RMAs and former RMAs if the OMARA is considering refusing an application for registration or making a disciplinary decision to sanction an RMA or bar a former RMA. A summary of these legislative provisions is at Attachment A.

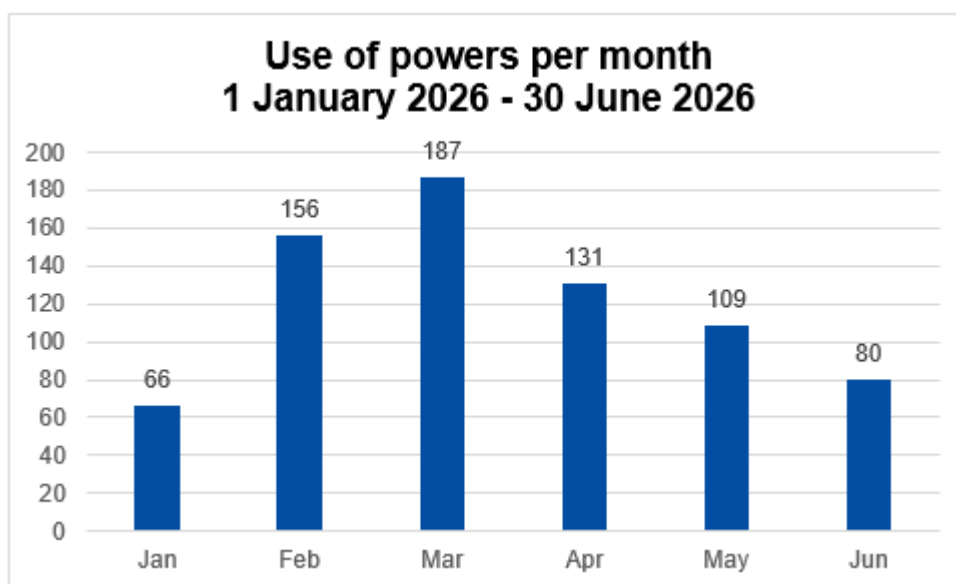
The powers for issuing a Notice under the Act differ in their purpose and depending on the circumstances of the specific registration application or complaint, may not be enlivened or relevant to use.

3.1. Use of powers when assessing applications for registration

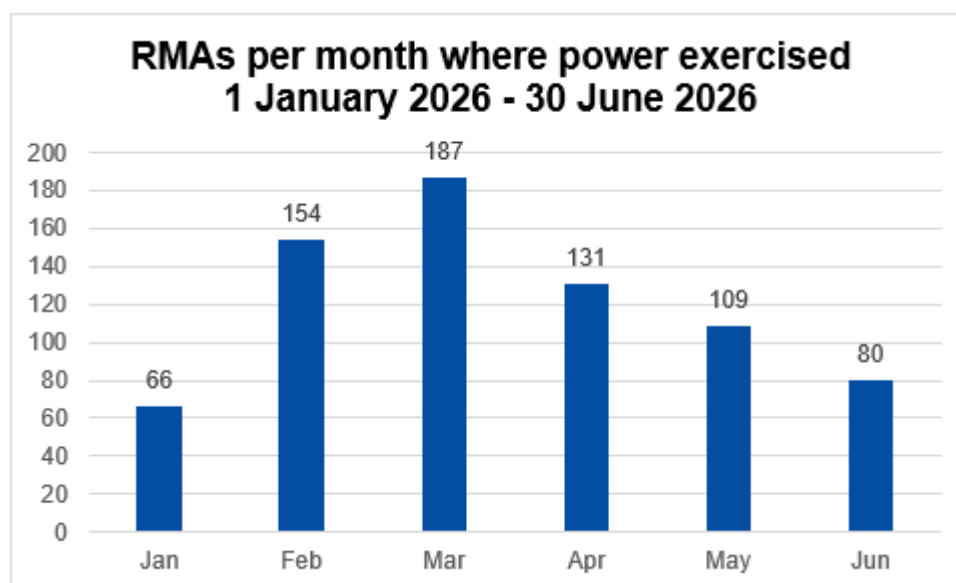
This graph shows the number of times each power was used for the period 1 January 2026 to 30 June 2026.



3.1.2 This graph shows the number of times per month a power was exercised from 1 January 2026 to 30 June 2026.



This graph shows the number of RMAs per month where the OMARA exercised its powers for the period 1 January 2026 to 30 June 2026. This is a count only of the individual RMAs who were issued notices during the reporting period. Some RMAs may have been issued with more than one notice during a particular month but will only be counted once in that month.



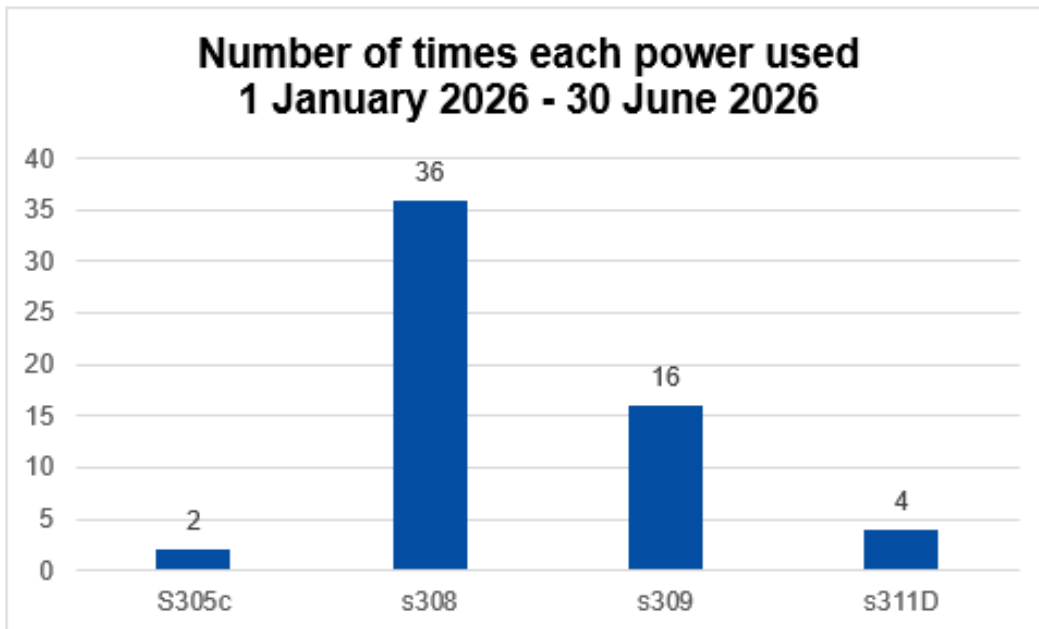
3.2. Use of powers when investigating complaints against RMAs or former RMAs

The OMARA may exercise a power to issue a single notice to an RMA or former RMA in relation to multiple complaints received. Alternatively, circumstances may arise where the OMARA issues multiple notices and in doing so, exercises several of its powers in relation to a single complaint. What powers are used to investigate complaints received about RMAs and former RMAs, and when they are exercised, will be different for each complaint depending on the circumstances.

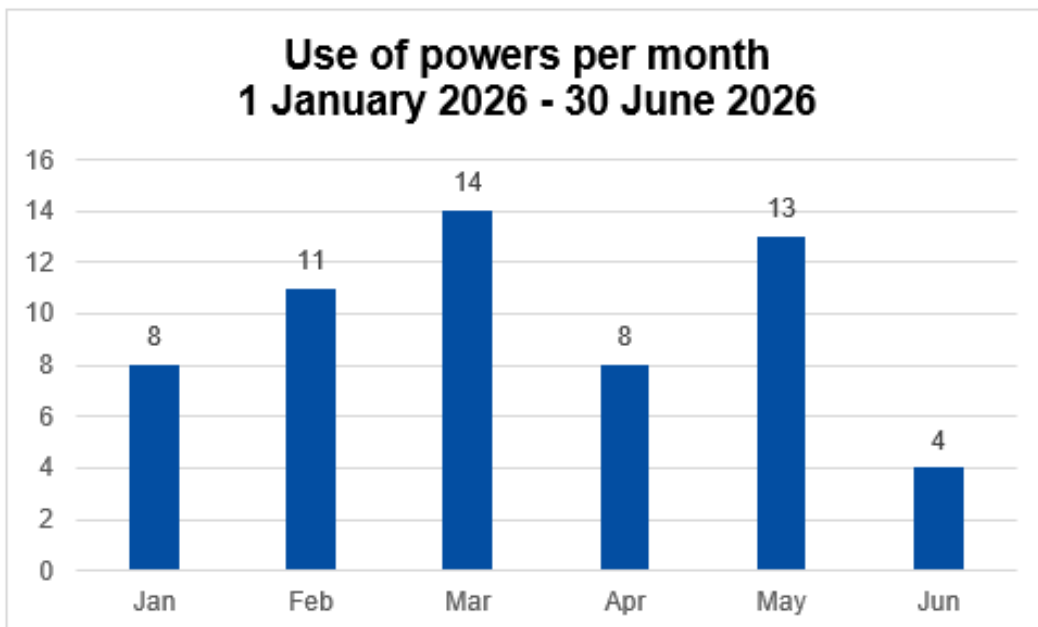
Further, exercising a statutory power is not the only appropriate action the OMARA can take in response to a complaint (for example, less serious allegations are dealt with through an educative approach: counselling an agent, issuing a suspected breach notice reminding agents of their obligations, etc). Allegations can

prove to be unsubstantiated through independent evidence or in matters where the OMARA may not have jurisdiction (such as to order a registered migration agent to provide a refund where the complainant is unhappy with a visa outcome).

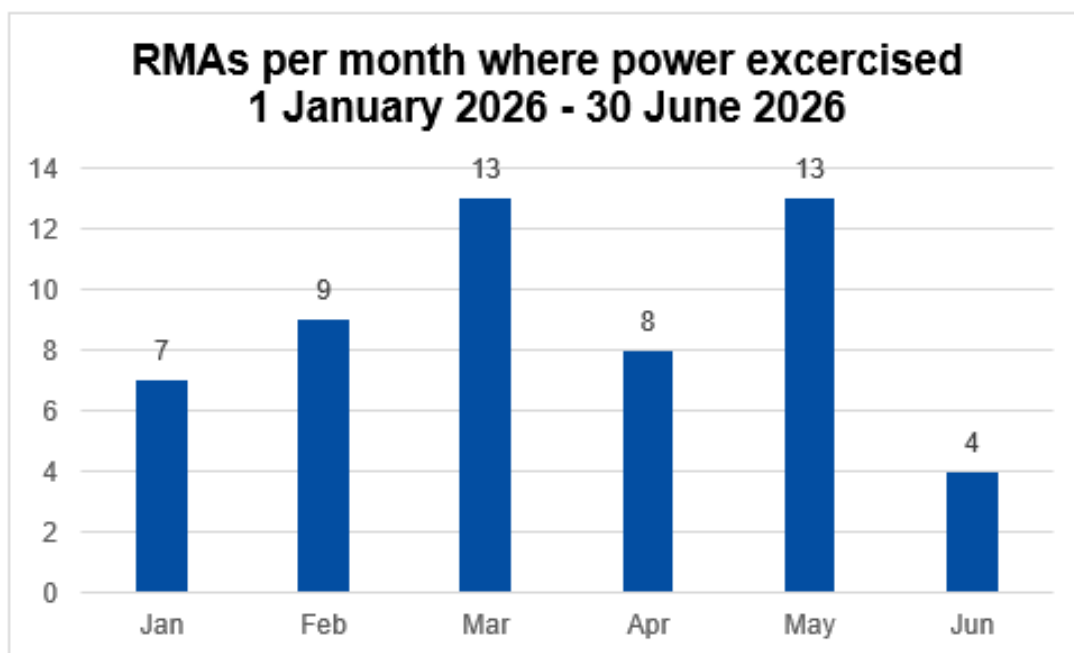
This graph shows the number of times a power under sections 305C, 308, 309, 311D and 311EA was used during the period 1 January 2026 to 30 June 2026 when investigating a complaint against an RMA or a former RMA.



This graph shows the number of times per month a power was exercised from 1 January 2026 to 30 June 2026.



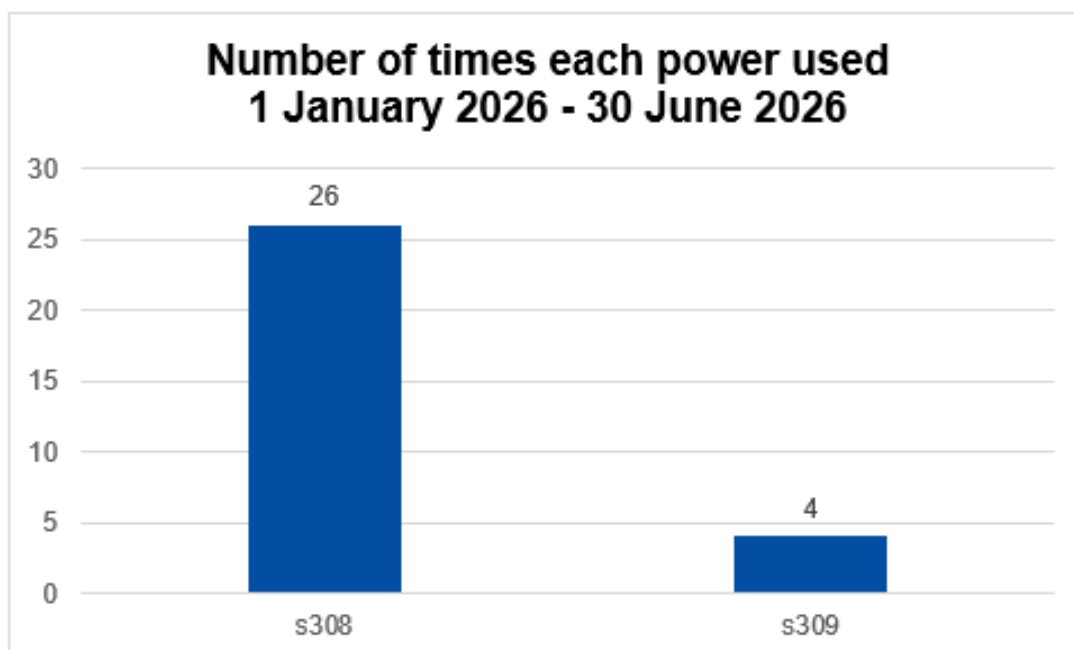
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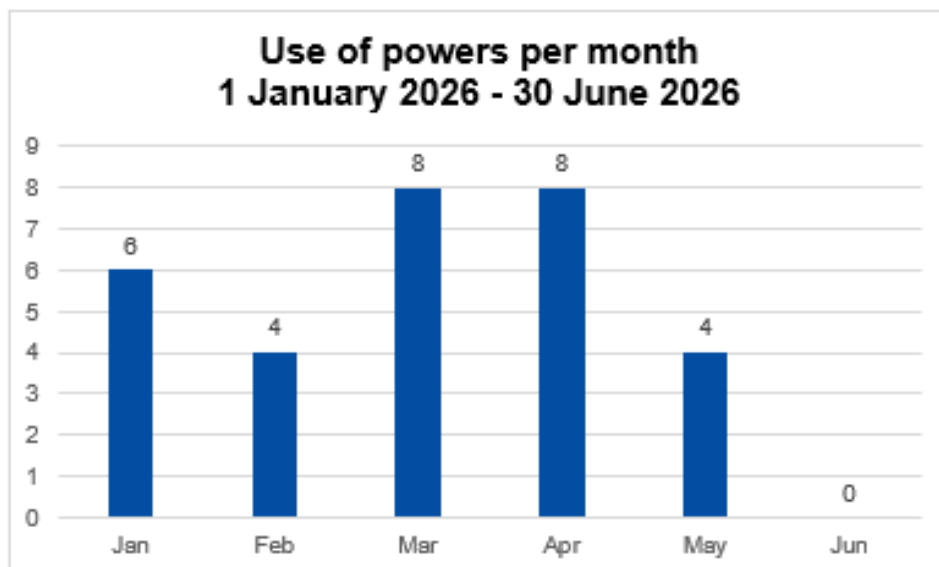
3.3. Use of powers in monitoring RMA compliance with the Code of Conduct

On 1 November 2025, OMARA commenced reporting on the exercise of powers when monitoring RMA compliance with the obligations under the Code of Conduct, following the established of a dedicated Compliance and Monitoring Section in October 2025.

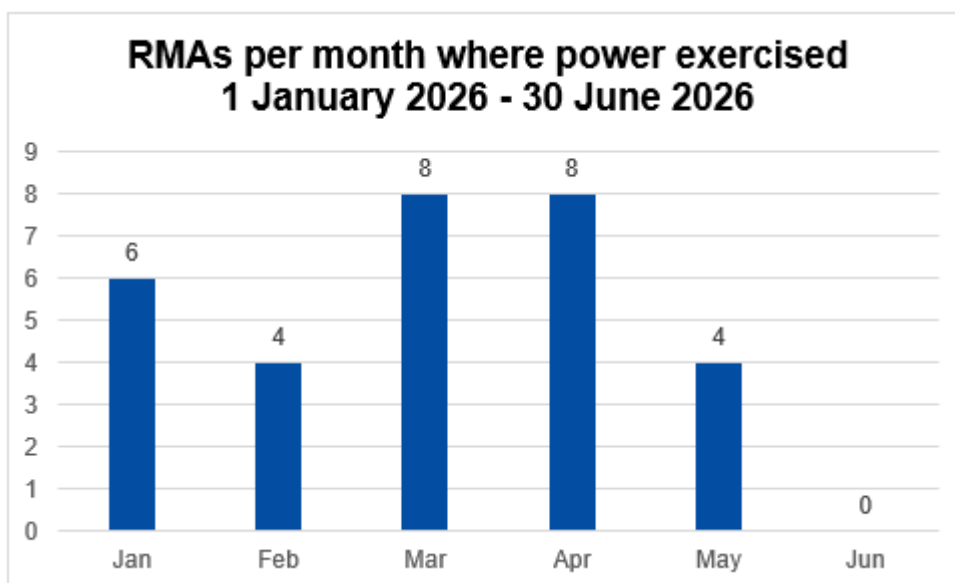
This graph shows the number of times OMARA exercised its power under sections 308 and 309 when monitoring RMA compliance with the obligations under the Code of Conduct during the 1 January 2026 to 30 June 2026.



This graph shows the number of times per month a power was exercised for the period 1 January 2026 to 30 June 2026.



This graph shows the number of RMAs per month where the OMARA exercised its powers for the period 1 January 2026 to 30 June 2026. This is a count only of the individual RMAs who were issued notices during the reporting period. Where an RMA was issued with more than one notice during a particular month they are counted only once in that month.



4. Complaint processing by the OMARA

A key objective for the OMARA in effectively regulating RMAs is to ensure they comply with the Code of Conduct for Registered Migration Agents (the Code). The Code establishes the minimum professional standards for RMAs. It includes the obligations of an RMA toward clients, employees, and other RMAs; record keeping and management; and financial duties.

4.1. Complaint outcomes

The table below lists complaint outcomes for the period 1 January 2026 to 30 June 2026. The table includes the number of matters that resulted in sanction decisions, the number of suspected breach notices issued

and outcomes that did not result in a sanction decision. Further explanation of each of the outcomes is provided below the table.

Complaint outcomes		Complaints finalised
1	Resulted in sanction decision	20
2	Suspected Breach Notice	15
3	Addressed with agent	31
4	No breach found	4
5	Other	95
Total		165

- 1. Resulted in sanction decision:** Sanction decisions arise after an investigation establishes evidence of a breach of the Code. Depending on the severity of the misconduct, a sanction may include a caution, suspension or cancellation or barring of former RMAs.
- 2. Suspected Breach Notice:** Where an investigation has identified suspected breaches of the Code that are of a less serious nature, the RMA is advised of their potential misconduct in an SBN without findings made. This is an educational approach that provides the opportunity for RMA self- correction.
- 3. Addressed with agent:** Matters involving less serious conduct, where the OMARA considers it appropriate to educate the RMA and remind them of their obligations under the Code.
- 4. No breach found:** Where an investigation established sufficient evidence or information to dispel the allegations.
- 5. Other:** Most matters proceed to investigation, except those assessed as not being within the OMARA's jurisdiction; having no merit; or where the complaint has been withdrawn and the OMARA has determined that no further action is required.

5. Sanction decisions made by the OMARA

5.1. Complaints

The table below shows the number of complaints that resulted in sanction decisions for the period 1 January 2026 to 30 June 2026.

1 January 2026 to 30 June 2026 No. of complaints resulting in a sanction	
Barring	1
Cancellation	8
Suspension	8
Caution	3
Total	20

Note: a sanction decision may result from multiple complaints about an RMA or former RMA

5.2. Sanctions

The table below shows the number of RMAs and former RMAs sanctioned during the period 1 January 2026 to 30 June 2026 due to the complaints listed in the table above or as a result of breaches found due to monitoring by the OMARA.

1 January 2026 to 30 June 2026 No. of RMAs former RMAs sanctioned	
Barring	1
Cancellation	6
Suspension	7
Caution	3
Total	17

Note: a sanction decision may result from multiple complaints about an RMA or former RMA

5.3. Sanction decision summaries 1 January 2026 to 30 June 2026

5.3.1. Cancellations (6)

Case 1

On 18 May 2026, the Authority decided to cancel the registration of an agent following an investigation into the Agent's conduct. The Agent must not be registered for a period of five years from the date of this decision.

The Authority was satisfied that the Agent breached his obligations under sections 13(1),13(2),15, 17, 18(1)(b) and 20(1) of the Code.

The Authority found that the Agent:

- Failed to act professionally, ethically and with integrity and in doing so damaged the reputation of the migration advice industry.
- Failed to act in accordance with the law, specifically section 312A of the Act, by failing to declare to the Department the immigration assistance he provided to clients.
- Provided false or misleading information to the Authority in his response to the Authority's request for information.

The Authority was also satisfied that the Agent was not a person of integrity, or otherwise not a fit and proper person to give immigration assistance.

Case 2

On 12 May 2026, the Authority decided to cancel the registration of an agent, following an investigation into the Agent's conduct. The Agent must not be registered for a period of five years from the date of the decision.

The Authority was satisfied that the Agent breached her obligations under clause 2.1(a), 2.23, 2.9 and 2.9A of the former Code and sections 13(1), 13(2), 15, 17, 18(1)(b), 29 and 32(2) of the Code

The Authority found that the Agent:

- Failed in her general duties to act professionally, ethically, honestly, and with integrity.
- Failed to maintain the reputation and integrity of the migration profession and engaged in conduct that is reasonably likely to damage the reputation of the immigration advice industry.
- Failed to notify the Department and the Authority that she had provided immigration assistance as required by the Act.
- Acted in a way that was intended to evade a requirement of the migration law.
- Submitted an application for registration that she knew to be false or misleading in material particular.
- Failed to notify the Authority of changes in her circumstances relevant to her continued registration.
- Failed to respond to a request from the Authority for information or documents.

The Authority was also satisfied that the Agent is not a person of integrity or is otherwise not a fit and proper person to give immigration assistance.

Case 3

On 23 April 2026, the Authority decided to cancel the registration of an agent, following an investigation into the Agent's conduct. The Agent must not be registered for a period of five years from the date of the decision.

The Authority was satisfied that the Agent breached his obligations under clauses 2.1 and 2.9 of the former Code and sections 13, 15, 17, 18(1)(a) and 20 of the Code.

The Authority found that the Agent:

- Failed to act in accordance with the law, specifically section 312A of the Act, by failing to declare to the Department the immigration assistance he provided to clients.
- Failed to comply with his duty not to undermine migration law.
- Failed to act ethically and honestly with integrity.
- Provided false and misleading information to the Authority and made false and misleading statements in support of applications and to the Department, which he knew to be false or misleading.

The Authority was also satisfied that the Agent was not a person of integrity, or otherwise not a fit and proper person to give immigration assistance.

Case 4

On 25 March 2026, the Authority decided to cancel the registration of an agent, following an investigation into the Agent's conduct. The Agent must not be registered for a period of five years from the date of the decision.

The Authority was satisfied that the Agent breached her obligations under clauses 2.1, 2.9, 2.10, 2.12, 2.23, 8.1, 8.2 and 8.3 of the former Code and sections 13, 15, 17, 18(1)(a), 18(1)(b), 20, 23 and 24 of the Code.

The Authority found that the Agent:

- Failed to act in accordance with the law, specifically section 312A of the Act, by failing to declare to the Department the immigration assistance she provided to clients.
- Made false and misleading statements in support of applications and to the Department, which she knew to be false or misleading.
- Engaged in false or misleading advertising, when advertising on the internet.
- Implied the existence of a relationship with the Department.

- Failed to provide proper supervision of her staff and facilitated a member of her business to provide unlawful immigration assistance.
- Failed in her duties in relation to work or services performed by persons other than RMAs.
- Failed to take reasonable steps to maintain the integrity of the migration assistance industry.
- Acted in a way that was intended to defeat the purpose of the migration law and acted in a way that was intended to evade a requirement of the migration law.

The Authority was also satisfied that the Agent was not a person of integrity, or otherwise not a fit and proper person to give immigration assistance.

Case 5

On 21 January 2026, the Authority decided to cancel the registration of an agent. The Authority is satisfied that:

- The RMA is not a person of integrity or is otherwise not a fit and proper person to give immigration assistance as per paragraph 303(1)(f) of the Act.
- the Agent breached her obligations under sections 13(1), 13(2), 17, 18(1), 23, 32(3), 33(a), 33(b), 35, 38, 42, 48, 49, 55 and 56 of the Code.

The Authority found that the RMA:

- Failed to maintain client files including records of oral communication.
- Failed to maintain client confidentiality.
- Failed to comply with the Authority's request for documents.
- Failed to take all reasonable steps to ensure that no member of the agent's business provided immigration assistance.
- Did not act in the legitimate interests of her client or have regard to his dependence on her knowledge and experience as an RMA.
- Failed to provide her clients with service agreements, consumer guides, invoices and receipts.
- Engaged in conduct that is likely to damage the reputation of the migration advice industry.
- Failed in her duty to act professionally, ethically, honestly and with integrity.

Case 6

On 9 January 2026, the Authority decided to cancel the registration of an agent, following an investigation into the Agent's conduct. The Agent must not be registered for a period of five years from the date of the decision.

The Authority was satisfied that the Agent breached his obligations under clauses 2.1, 2.17, 2.6, 2.7, 2.9 and 6.1 of the former Code and sections 13(1), 15, 17, 18(3), 19, 20(2), 32(3)(c) 55 and 56 of the Code.

The Authority found that the Agent:

- Failed to act ethically and honestly with integrity.
- Failed to comply with migration law and his duty not to undermine migration law.
- Failed to maintain proper client records.
- Failed to provide information when responding to requests from the Authority.
- Lodged protection visa applications that he knew had no prospect of success, likely to prolong his clients stay in Australia.
- Knowingly made statements in support of protection visa application which he knew or believed to be misleading and inaccurate.
- Failed to take reasonable steps to maintain the integrity of the migration assistance industry.

5.3.2. Suspensions (7)

Case 1

On 29 June 2026, the Authority decided to suspend the registration of an agent for a period of two (2) years and until certain conditions are met.

The Authority was satisfied that the Agent breached his obligations under clauses 2.1(a), 2.2, 2.23, 5.2(c), 6.1, 7.4(c), 8.1, 8.2, and 8.3 of the former Code and at sections 13(2), 23, 24, 25(b), 33(a)(i), 34, 36(1), 42, 49(b), 50(1)(a), 51, 55 and 56 of the Code.

The Authority found that the Agent:

Did not ensure all immigration assistance was given only by RMAs and in doing so, did not act in the legitimate interests of clients.

- Did not exercise effective control of his office, supervise the work carried out by non-RMA staff and maintain control over the use of his MARN.
- Did not take reasonable steps to maintain the reputation and integrity of the migration advice profession.
- Did not meet his duty to know all his clients and to enter into service agreements with them prior to providing immigration assistance.
- Received money from clients before entering into service agreements, failed to issue receipts and to deposit all client monies in his clients' account.
- Did not inform his clients of his pecuniary interests.
- Did not ensure that complete client files were created and maintained for all clients.

The Authority was also satisfied that the Agent was not a fit and proper person to provide immigration assistance as per paragraph 303(1)(f) of the Act.

Case 2

On 16 June 2026, the Authority decided to suspend the registration of an agent for a period of 12 months and until certain conditions are met following an investigation into the Agent's conduct.

The Authority was satisfied that the Agent breached her obligations under clauses 8.1, 8.3, and 8.5 of the former Code of Conduct for Registered Migration Agents (the former Code).

The Authority found that the Agent:

- Failed in her duty to exercise effective control of her office for the purpose of giving migration advice and assistance.
- Failed in her duty to ensure that immigration assistance is only given by a registered migration agent unless the assistance is permitted under section 280 of the Migration Act 1958.
- Failed in her duty to ensure that her employee was of good character and acted consistently with the former Code in the course of his employment.

Case 3

On 9 June 2026, the Authority decided to suspend the registration of an agent for a period of one (1) year and until certain conditions are met.

The Authority was satisfied that the Agent breached her obligations at 13(1)(a) and (d), 15, 18(1)(a) and (b), 20(1) and 33(a)(i), (d) and (e) of the Code.

The Authority found that the Agent:

- Failed to act professionally, ethically, honestly and with integrity in relation to her client and the Department.
- Made a statement and provided a document to the Department that she knew to be misleading and inaccurate.
- Acted in a way that undermined the migration law.
- Failed to act in the legitimate interests of her client and to be aware of the time by which a visa application must be made under the law and the consequence of the visa application not being made.

The Authority was also satisfied she was not a person of integrity or otherwise not a fit and proper person to provide immigration assistance as per paragraph 303(1)(f) of the Act.

Case 4

On 29 April 2026, the Authority decided to suspend the registration of an agent for a period of two years and until certain conditions are met following an investigation into the Agent's conduct.

The Authority was satisfied that the Agent breached her obligations under clauses 2.1, 2.1A(d), 2.8, 2.9, 2.18, 2.23, 5.2(c), 6.1, 7.4, 8.1 and 8.2 of the former Code of Conduct for Registered Migration Agents (the former Code) and sections 13, 24, 33, 39, and 49 of the Migration (Migration Agents Code of Conduct Code) Regulations 2021 (the Code).

The Authority found that the Agent:

- Failed to act in a timely manner in line with statutory deadlines.
- Failed in her duty to keep her client fully informed in writing about the progress of their application.
- Failed to issue receipts for payments made by clients.
- Failed to maintain proper client records.
- Failed to act professionally, ethically and honestly with integrity.
- Failed to inform her clients of conflicts of interest and commission payments received by way of referrals to the education provider where her spouse is director.
- Failed in her duties relating to the proper supervision of the work and services performed by persons other than RMAs.
- Failed to take all reasonable steps to maintain the reputation and integrity of the migration advice profession.

The Authority was also satisfied that the Agent was not a person of integrity, or otherwise not a fit and proper person to give immigration assistance.

Case 5

On 29 April 2026 the Authority decided to suspend the registration of an agent for a period of six months and until certain conditions are met.

The Authority was satisfied that the Agent breached his obligations under section 13(1), 13(2), 18(1)(a), 25(3), 25(4), 33(a)(i), 33(a)(iii) and 57 of the Code of Conduct.

The Authority found that the Agent:

- Failed to act professionally, ethically and with integrity and in doing so damaged the reputation of the migration advice industry.
- Allowed another person to use his MARN in a way that suggested that immigration assistance given by another person was given by him.
- Acted in a way that defeated the purpose of migration law by aiding in the provision of immigration assistance by an unlawful provider.

- Failed to notify the Authority within 14 days of him becoming aware that his MARN was being used by another person.
- Failed to act in the legitimate interests of his clients and in accordance with the relevant service agreement.
- Failed to notify his clients and the Department that he had ceased his representation.

Case 6

On 12 March 2026, the Authority decided to suspend the registration of an agent for a period of three years and until certain conditions are met.

The Authority was satisfied that the Agent breached his obligations at clauses 2.1, 2.3, 2.4, 5.1, 5.2, 5.3, 5.5, 7.2, 7.4 of the former Code of Conduct for Registered Migration Agents (the former Code) and section 33 of the Migration (Migration Agents Code of Conduct) Regulations 2021 (the Code).

The Authority found that the Agent:

- Failed to act competently, diligently and fairly.
- Failed to demonstrate a sound working knowledge of the Migration Act and Migration Regulations in providing immigration assistance to a client.
- Failed to have proper regard to a client's dependence on his knowledge and experience.
- Set and charged a fee that was unreasonable in the circumstances of the case.
- Provided immigration assistance to a client without having issued a service agreement.
- Carried out work in a manner that unnecessarily increased the cost to a client.
- Failed to issue a statement of services to a client after the service agreement was terminated.
- Failed to hold client money in the clients' account.
- Failed to issue a receipt for payments made by a client.

The Authority was also satisfied that the Agent was not a fit and proper person to give immigration assistance.

Case 7

On 18 February 2026, the Authority decided to suspend the registration of an agent for a period of six months and until certain conditions are met.

The Authority was satisfied that the Agent breached her obligations at sections 13(1)(a-c), 28, 32, 33(a)(i) and (c), 39 and 40 of the Code.

The Authority found that the Agent:

- Failed to act professionally, competently, and diligently.
- Did not act in the legitimate interests of and respond in a timely manner to a client.
- Failed to keep a client informed about the progress of their immigration matter.
- Acted in a way that caused unnecessary delay to a client.
- Did not notify the Authority and clients of material changes on the Register for migration agents.
- Failed to provide information and documents as requested by the Authority.

The Authority was also satisfied that the Agent is not a fit and proper person to give immigration assistance.

5.3.3. Barrings (1)

Case 1

On 28 April 2026, the Office of the Migration Agents Registration Authority (the Authority) decided to bar a former agent from being registered as a migration agent for a period of 3 years following an investigation into a complaint regarding the Former Agent's conduct.

The Authority found that the Former Agent breached her obligations under sections 13(1), 13(2), 15, 17, 18(1), and 19 of the Code of Conduct for Registered Migration Agents (the Code) which came into effect on 1 March 2022.

The Authority found that the Former Agent:

- Failed in her general duty to act professionally, ethically, honestly and with integrity.
- Engaged in conduct that was likely to damage the reputation of migration agents or the migration advice industry.
- Failed in her duty to comply with migration law in that she failed to declare that she provided immigration assistance.
- Failed in her duty not to give futile immigration assistance.
- Failed in her duty not to make false or misleading statements.
- Failed in her duty not to undermine migration law.

5.3.4. Cautions (3)

Case 1

On 2 June 2026, the Authority decided to caution an agent for a period of three (3) months and until certain conditions are met following the Authority's monitoring activities.

The Authority was satisfied that the Agent breached his obligations under section 33(a), 39, 42(1)(b), 42(3), 44, 49, 55, and 56 of the Code of Conduct.

The Authority found that the Agent:

- Failed to act in the legitimate interest of his client.
- Failed to keep clients informed of the progress of their immigration matters.
- Provided immigration assistance without a valid service agreement in place.
- Failed to ensure service agreements met Code requirements.
- Failed to issue receipts to clients following payments received.
- Failed to make records of oral communications with clients.
- Failed to maintain proper records. A decision summary can be found below.

Case 2

On 1 June 2026, the Authority decided to caution an agent for a period of three months following an investigation into a complaint about her conduct.

The Authority was satisfied that the RMA breached her obligations under clauses 2.8, 2.20(c), 5.2 and 6.1 of the former Code.

The Authority was satisfied that the RMA had:

- Failed to obtain written instructions from her clients.
- Failed to enter into service agreements with her clients.
- Failed to maintain proper records including file notes of every substantial and material oral communication.
- Failed to provide written advice to her client about when fees must be given.

Case 3

On 11 May 2026, the Authority decided to caution an agent for a period of three months following an investigation into a complaint regarding the Agent's conduct.

The Authority was satisfied that the Agent breached his obligations under clauses 2.9 and 2.23 of the former Code of Conduct for Registered Migration Agents being Schedule 2 to the Migration Agents Regulations 1998, as in force prior to 1 March 2022.

The Authority found that the Agent had:

Provided the Department with non-genuine Employer Nomination Scheme nomination and visa applications.

- Failed to take instructions from, provide advice to, or enter into service agreements directly with any of the nominating businesses or visa applicants.
- Benefited from this conduct by receiving a fee from another RMA.

Relevant Legislative Provisions

ATTACHMENT A

Legislative provision	Applies to	Summary of power
s288B Requiring a applicant for registration as a migration agent to give information or documents	An applicant who, on the day the registration application is taken to have been made, is not a registered migration agent.	s288B is a statutory information-gathering power of the Migration Act 1958. Under s288B the OMARA may, by written notice given to the applicant, require the applicant to provide information in relation to the application by providing to the Authority, within a period a statutory declaration; and any other specified documents. This section allows the OMARA to require a person to provide information, produce documents and /or answer questions The OMARA may consider refusing the application if the applicant fails to comply with a requirement under subsection (2).
s305C Requiring registered migration agents to give information or documents	Registered migration agents who the OMARA is considering refusing registration or considering sanctioning the agent	Section 305C(1) applies if OMARA is considering refusing a registration application from a registered migration agent or is considering making a decision under section 303 to cancel or suspend an agent's registration, or to caution such an agent. In these circumstances the OMARA may, by written notice given to the agent, require him or her to provide the OMARA with prescribed information or prescribed documents within the specified period and within the specified manner (s305C(2)). The specified period must end at least 14 days after the notice was given (s305C(3)). A person commits an offence if they contravene this requirement - 60 penalty units.
s308 Requiring registered migration agents to give information	Registered migration agents	The OMARA may require a registered migration agent: to make a statutory declaration in answer to questions in writing by the OMARA (s308(1)(a)); or to appear before an individual or individuals specified by the OMARA and to answer questions (s308(1)(b)); or to provide the OMARA with specified documents or records relevant to the agent's continued registration s308(1)(c).

Legislative provision	Applies to	Summary of power
s309 Persons may make submissions	OMARA if it is considering refusing a registration application or is considering making a sanction decision	If OMARA is considering refusing a registration application, s309(1) requires that the OMARA must inform the applicant of that fact and the reasons for it and invite the applicant to make a further submission in support of his or her application. If OMARA is considering making a decision under section 303 to cancel or suspend a registered migration agent's registration, or to caution such an agent, s309(2) requires that the OMARA inform the agent of that fact and the reasons for it and invite the agent to make a submission on the matter.
s311D Former registered migration agents may make a submission etc	OMARA prior to barring a former registered migration agent from being registered	Before making a decision to bar a former agent under s311A(1), the OMARA must give the former agent a written notice stating that it proposes to make such a decision and the reasons for it (s311D(1)(a)), and invite the former agent to make a written submission within 28 days after the notice is given.
s311EA Requiring former registered migration agents to give information or documents	OMARA prior to barring a former registered migration agent from being registered	If OMARA is considering making a decision under section 311A to bar a former registered migration agent from being a registered migration agent for a period, the OMARA may, by written notice given to the former agent, require him or her to provide prescribed information or prescribed documents within a specified period. The specified period must end at least 14 days after the notice was given. A person commits an offence if they contravene this requirement - 60 penalty units.