



Office of the Migration Agents Registration Authority  
Practice guide for registered migration agents

## Returning documents to clients

Section 54 of the *Migration (Migration Agents Code of Conduct) Regulations 2021* (the Code) deals with the duty of a Registered Migration Agent (RMA) to return client documents.

Under the Code, if a client, a former client, or another RMA representing a former client, makes a request in writing for the return of any document to which the client is entitled, the RMA must return the document within 14 days of receiving the request.

Failure to action a request for documents within the specified timeframe may adversely affect a client. This is particularly the case in circumstances where the client is required to submit documents to the Department of Home Affairs as part of their ongoing visa application.

Documents to which a client is entitled include documents:

- that were given to the RMA by, or on behalf of, the client
- paid for by, or on behalf of, the client.

Examples of documents commonly given to RMAs by clients in relation to their visa matter include (but are not limited to):

- client identity documents
- qualifications
- employment reference letters
- documents relating to evidence of a relationship
- photographs
- business financial statements or other business documents.