

Migration Agents Instruments Review - Feedback

TO WHOM IT MAY CONCERN

I'm a registered migration agent who operates overseas and would like to provide the following feedback:

The Department policy and/or regulations need to be amended to stop the unlawful offshore migration agents from working, preparing cases and submission to the Department. As an agent who works locally from Vietnam, I have witnessed so many clients being scammed by unlawful offshore 'migration agents'. While RMAs have to abide by the Code of Conduct and bound to act within the Migration Act and Regulations, these offshore providers are free to do anything including scamming many clients. This is devastating to the client's life and financial affairs and brings about a bad image to Australia.

If the Department wants to protect the offshore student and tourism visa agents and keep them working, these categories of visas can be exempted and offshore agents can still perform the student and visitor visa services.

However, working, migrant and humanitarian visas are complex in nature and therefore the work should only be performed by RMAs.

Outlawing unlawful offshore agents will be a long-awaited and much welcomed move and this keeps us in line with the same industry standards like in New Zealand, Canada or the USA.

I hope the matter will be seriously considered and resolved by the Department as it has been ignored for so long.


MARN 