



Australian Government

Department of Immigration  
and Citizenship

# Advice by a migration agent/exempt person of providing immigration assistance

Form

956

## Who should use this form?

This form can **only** be used by:

- a registered migration agent;
- a non-registered migration agent outside Australia; or
- an exempt person.

This form should be used to notify the Department of Immigration and Citizenship (the department) that:

- you have **been appointed** by a client (eg. a visa applicant) to provide immigration assistance with matters under the *Migration Act 1958* and, if applicable, to also act as the that person's authorised recipient; or
- your **appointment has ended**. (You may notify the department of this in writing if you prefer.)

A separate form 956 *Advice by a migration agent/exempt person of providing immigration assistance* must be completed for each matter.

### Do not use this form if:

- you have only been appointed as an authorised recipient (ie. you are not providing any immigration assistance); or
- your appointment as an authorised recipient has ended.

In these cases, the person for whom you are the authorised recipient should complete form 956A *Appointment or withdrawal of an authorised recipient*.

## What is immigration assistance?

A person gives immigration assistance if he or she uses, or claims to use, his or her knowledge or experience in migration procedure to assist a person with matters related under the *Migration Act 1958*.

The most common times assistance is provided is during visa application processes, visa cancellation processes or sponsorship processes (including monitoring or sanctions).

**Note:** Immigration assistance does not include simply filling in an application form, translating or interpreting or passing on information about an application without comment or explanation.

## Registered migration agents

A registered migration agent is a person who is registered with the Office of the Migration Agents Registration Authority (Office of the MARA) to provide immigration assistance.

If operating in Australia, migration agents must be registered with the Office of the MARA.

Information on migration agents is available on the Office of the MARA website [www.mara.gov.au](http://www.mara.gov.au)

## Immigration Advice and Assistance Scheme (IAAS)

If you are a registered migration agent who is assisting a client under this scheme, please indicate this on the form at Question 8.

## Non-registered migration agents outside Australia

Migration agents operating outside Australia do not have to be registered with the Office of the MARA. The department may issue offshore agents with an identification number for administrative purposes only. This number does not mean that the agent is registered and it does not represent endorsement of the agent by the Australian Government.

## Exempt persons

The following people do not have to be registered as migration agents in order to provide immigration assistance:

- a close family member (spouse, child, adopted child, parent, brother or sister of a visa applicant);
- a sponsor or nominator for a visa applicant;
- a member of parliament or their staff;
- an official whose duties include providing immigration assistance;
- a member of a diplomatic mission, consular post or international organisation.

As an exempt person **you must not charge a fee** for your service. In Australia, if you do charge a fee you are committing an offence and penalties of up to 10 years jail can apply.

## Authorised recipient

An authorised recipient is a person appointed to receive all written communications from the department on behalf of another person.

If you are not appointed as the authorised recipient, all written communication will be sent to the client or their appointed authorised recipient.

## Roles and responsibilities

### The department

The department will:

- discuss the client's case with you;
- send written communications to you (if you are also appointed as the authorised recipient);
- seek information from you.

### Registered migration agents

If you are giving immigration assistance to a visa applicant in relation to a visa application and give that assistance after having agreed to represent the applicant, section 312A of the *Migration Act 1958* and regulation 7G of the Migration Agents Regulations 1998 require you to inform the department. One way you can do this is by sending a completed form 956 to the department.

Under the migration agents Code of Conduct **you must:**

- provide your client with an estimate of fees and a statement of services;
- act with honesty, integrity and in a timely manner when dealing with clients or the department;
- maintain a sound and up to date knowledge of migration law and procedure;
- act lawfully in the best interests of your clients;
- provide relevant information with applications;
- notify clients and the department promptly of any changes to contact details;
- avoid or manage conflicts of interest.

You **must not:**

- intimidate or coerce any person for your benefit;
- encourage vexatious or grossly unfounded applications;
- represent that you can obtain a particular decision under the Migration Act or the Migration Regulations; or
- engage in misleading advertising.

### Consent to communicate electronically

The department may use a range of means to communicate with you. However, electronic means such as fax or e-mail will only be used if you indicate your agreement to receiving communication in this way.

Electronic communications, unless adequately encrypted, are not secure and may be viewed by others or interfered with. If you agree to the department communicating with you by electronic means, the details you provide will only be used by the department for the purpose for which you have provided them, unless there is a legal obligation or necessity to use them for another purpose, or you have consented to use for another purpose. They will not be added to any mailing list.

The Australian Government accepts no responsibility for the security or integrity of any information sent to the department over the internet or by other electronic means.

### About the information you give

The department is authorised under the *Migration Act 1958* to collect information provided on this form. The information provided will be used by the department to communicate with you, and to monitor agents for integrity purposes.

It may also be disclosed to agencies authorised to receive information relating to adoption, border control, business skills, citizenship, education, health assessment, health insurance, health services, law enforcement, payment of pensions and benefits, taxation, review of decisions and regulation of migration agents and other professionals.

The information form 993i *Safeguarding your personal information*, available from the department's website **[www.immi.gov.au/allforms/](http://www.immi.gov.au/allforms/)** or from any office of the department or Australian mission overseas, gives details of agencies to which your personal information might be disclosed.

*Home page* **[www.immi.gov.au](http://www.immi.gov.au)**

*General enquiry line*

Telephone **131 881** during business hours in Australia to speak to an operator (recorded information available outside these hours).  
If you are outside Australia, please contact your nearest Australian mission.

*Please keep these information pages for your reference*



# Advice by a migration agent/exempt person of providing immigration assistance

Please use a pen, and write neatly in English using BLOCK LETTERS.

Tick where applicable

**1** Are you notifying the department that you have been appointed to provide immigration assistance, or that your appointment has ended?

New appointment  **Complete Part A and Part C**  
 You do not need to complete Part B

Appointment has ended  **Complete Part B and Part C**  
 You do not need to complete Part A.

## *Part A – New appointment*

### *Migration agent/exempt person's details*

**2** Migration agent/exempt person's details

Title: Mr  Mrs  Miss  Ms  Other

Family name

Given names

Exempt person's date of birth  / /

**3** Organisation name (if applicable)

**4** Business or residential address

POSTCODE

**5** Address for correspondence  
 (If the same as business or residential address, write 'AS ABOVE')

POSTCODE

**6** Telephone numbers

Office hours  ( ) ( )

Mobile/cell

**7** Do you agree to the department communicating with you by fax, e-mail or other electronic means?

No   
 Yes  **Give details**

Fax number  ( ) ( )  
 E-mail address

**8** In what capacity are you providing assistance?

Registered migration agent  **Go to Question 9**  
 IAAAS   
 Non-registered migration agent outside Australia  **Go to Question 11**  
 Exempt person  **Go to Question 12**

**9** Migration Agent Registration Number (MARN)

: : : :

**10** Is there another registered migration agent from your organisation who the department may discuss this case with if you are unavailable?

No  **Go to Question 13**  
 Yes  **Give details of the other agent**

Family name

Given names

Telephone numbers

Office hours  ( ) ( )

Mobile/cell

Migration Agent Registration Number (MARN)

: : : :

**Go to Question 13**

**11** Offshore Agent ID Number  
 (if allocated by the department)

**Go to Question 13**

**12** Reason you are exempt from registration

- Close family member (spouse, child, parent, brother or sister)
- Sponsor
- Nominator
- Member of a diplomatic mission, consular post or international organisation
- Member of parliament or their staff
- An official whose duties include providing immigration assistance



## Part B – Ending appointment

### 20 Migration agent/exempt person's details

Family name

Given names

Organisation name (if applicable)

  

Telephone numbers

Office hours 

COUNTRY CODE	AREA CODE	NUMBER
( )	( )	

Mobile/cell

If applicable:

Migration Agent Registration  
Number (MARN) 

	:		:	:	:	:
7 DIGITS						

Offshore Agent ID Number

### 21 Client's details

Full name (If the client is an organisation, provide the name of the contact person)

Family name

Given names

Date of birth 

DAY	MONTH	YEAR
/	/	

Organisation name (if applicable)

  

### 22 Provide at least one of the following numbers

DIAC Request ID number (RID)

DIAC Transaction Reference  
Number (TRN)

## Part C – Declarations

### Declaration by migration agent/exempt person

#### 23 Tick one only

**Appointment** – I declare that I have been appointed by the client named in Part A of this form as a migration agent/exempt person and that I will act on the client's behalf as permitted by law.

**Ending appointment** – I declare that I am no longer acting on behalf of the client named in Part B and I have advised the client accordingly.

#### Signature of migration agent/exempt person

Date 

DAY	MONTH	YEAR
/	/	

### Declaration by client

#### 24 Tick one only

**Appointment** – I declare that I have appointed the migration agent/exempt person named in Part A of this form to provide assistance with matters as indicated on this form.

**Ending appointment** – I declare that the migration agent/exempt person named in Part B is no longer acting on my behalf.

#### Signature of client

Date 

DAY	MONTH	YEAR
/	/	