

IMMIGRATION & CITIZENSHIP AUSTRALIA

REPRESENTATION AGREEMENT

AGENT DETAILS	Name: Raymond F Solaiman MARA Registration No: 0637372 Business Address: Suite 3A 2 nd Floor 69 Liverpool Street Sydney NSW 2000 Postal Address: PO Box 20255 World Square NSW 2002 Australia Email: raymond@rayimmigration.com.au Phone: +61 2 92680099 Fax: +61 2 92670088
CLIENT DETAILS	Name: Address: Email: Phone: Mobile: Fax:
SERVICE CATEGORY	Visa Application: Appeal or Review: AAT MRT Ministerial Discretion Other:
FEES & CHARGES	Fees and charges are set out in the 'SCHEDULE OF FEES' at the end of this document.



IMPORTANT INFORMATION FOR CLIENTS:

The terms and conditions of this agreement are set out below. Make sure you have read and understood the conditions before entering into the agreement. If you wish to seek independent legal advice about this agreement, you should do so before signing this agreement. By initialling the bottom of each page, you are indicating that you have read and understood the terms on that page.

I have read and understood the terms below and I agree to be bound by this agreement.

Signed by the Client: Date:

Signed by the Registered Migration Agent/authorised staff: Date:

TERMS AND CONDITIONS

1. APPOINTMENT OF AGENT

- a) The Client appoints Immigration & Citizenship Australia ("ICA") to represent the Client and to perform the services described in this agreement.
- b) Raymond Solaiman is the principal agent of ICA.
- c) Other registered migration agents employed by ICA may also take over the task if necessary.

2. CODE OF CONDUCT (THE CODE)

- a. The Code is intended to regulate the conduct of registered migration agents by introducing a proper standard for the conduct of business as a registered migration agent and establishes the minimum attributes and abilities that a person must demonstrate to perform as a registered migration agent.
- b. The Agent guarantees to provide a copy of the Code to the Client immediately on request. It is also available at www.themara.com.au.
- c. If the Code (which is prescribed in Schedule 2 of the Migration Agent Regulations 1998) is amended in a way that is inconsistent with this agreement, the Agent and Client agree to vary this agreement to comply with the new Code.
- d. If the Code is inconsistent with the agent's obligations as a legal practitioner or otherwise, or is inconsistent with the laws of the Country in which the Agent is operating, the Agent and the Client agree to vary this agreement to comply with the laws of that Country, to the extent of any inconsistency.

3. SERVICES TO BE PROVIDED

The services to be provided under this agreement include the following:

- a. Provide advice relating to the Client's migration goals and their choice of visa category.
- b. Provide frank and candid advice regarding the prospects of success (ICA does not *guarantee* the success of an application. ICA only provides an opinion about the prospect of success in an application based on the law at the time of consultation and signing of the agreement)
- c. Analyse current Immigration Law relating to the nominated visa category or review application.
- d. Assist in the completion and/or checking of relevant application forms.
- e. Provide advice and assistance relating to documentation required to support the application.
- f. Prepare any necessary supporting submissions to the relevant Assessing Authority, Department or review body
- g. Submit the application to the relevant Assessing Authority, Department or review body for processing as soon as possible.
- h. Wherever possible, supply any further documentation or information requested by the Department on receipt of documents from the Client.
- i. Wherever possible, assist the Client to comply with any request made by the Department or review body.
- j. Keep the Client fully informed of all developments concerning the progress of the application.
- k. Promptly advise the Client of any communications from the Department or review body.
- l. During the processing of the application, advise the Client of any changes to the law or Departmental policy requirements affecting the visa application.
- m. Advise the Client promptly of the outcome of the application.
- n. Provide post grant migration advice regarding visa conditions and requirements.
- o. Other:

4. WHO WILL PERFORM THE WORK

All immigration assistance will be provided by: (Responsible Agent)

- a. The Responsible Agent and other migration agents in the same firm of the Responsible Agent may work on your matter from time to time.
- b. Administrative services may be provided by other staff. The Responsible Agent will properly supervise the work carried out by any staff working for the Agent.
- c. Grupo Gales will act as an authorised office of ICA and facilitate the communication between the client and ICA.

5. ICA GUARANTEES THAT:

- a. Is registered with the Migration Agents Registration Authority.
- b. Maintains the required level of Professional Indemnity Insurance.
- c. Has no conflict of interest in terms of Part 2 of the Code.
- d. Will inform the Client in writing if they may receive a financial benefit as a result of providing advice of a non-migration nature to the Client.
- e. Will act in accordance with the law and in the best interests of the Client, and deal with the Client competently, diligently and fairly.
- f. Will provide courteous and attentive service.
- g. Will ensure that the Client has access to an interpreter if necessary. (The Client will be required to pay any fees charged by the interpreter.)

- h. Will, on request, provide the Client with a copy of their application and any related documents (The Agent is entitled to charge a reasonable amount for copies.)
- i. Has sufficient knowledge of the relevant laws to be able to competently provide the agreed services.
- j. Will advise the Client in writing, if in the Agent's opinion, the application is vexatious or grossly unfounded.
- k. Will, if providing translating or interpreting services, include the Agent's name and registration number on a prominent part of the translated document.

6. THE CLIENT AGREES THAT:

- a. The Agent is able to advise the Client about immigration law at a particular point in time but is unable to predict future changes in the law.
- b. The Client will respond promptly to requests by the Agent for further information or documents.
- c. The Client will not hold the Agent responsible for delays caused by the Client's failure to promptly provide information or documents.
- d. The Agent will be under no obligation to submit the Client's application to the Department or review body until payment has been made in full of all fees due and payable at that stage.
- e. The Agent has provided the Client with a copy of the booklet titled *Information on the Regulation of the Migration Advice Profession*.
- f. The final decision on an application submitted to the Department is beyond the Agent's control. The Agent has not guaranteed the success of any application.
- g. The Agent will not be liable for any loss arising from changes to the law affecting the Client's application, which occurs after the application has been lodged.
- h. The Client will not sell property, leave employment or finalise any business or personal affairs without first notifying the Agent.
- i. All information provided to the Agent is, to the best of the Client's knowledge and belief, true and current and that all documents supplied are genuine and authentic.
- j. The Client will, during the processing of an application, notify the Agent of any material changes in the circumstances of the client or the client's immediate family.
- k. The Agent's professional fees can be invoiced on behalf of the Agent by the Agent's business entity, as listed on the MARA Register of Migration Agents.
- l. If the Agent has advised the Client in writing that in the Agent's opinion, an application would be vexatious or grossly unfounded; the Client will provide written acknowledgement of the receipt of the advice, if notwithstanding the advice, the Client still wants the Agent to lodge the application.
- m. There will be no refund of fees if the client cancels the appointment of ICA one week after the signing of this agreement. **(No habra reembolso de ningun tipo de dineros si el cliente cancela el proceso de ICA una semana despues de firmar este contrato)**
- n. ICA will make a full refund of representation fees at the event an application is unsuccessful and all appeal or review process has been exhausted. **(ICA hara un reembolso total de dineros de representación en el caso en que una visa de residente sea negada y se haya agotado toda posibilidad de apelación o revisión del proceso)**

7. TERMINATION OF AGREEMENT

- a. The Client may terminate this agreement at any time.
- b. The Agent may terminate the agreement at any time, provided they provide reasonable written notice to the Client. This notice must comply with the requirements in Clause 10.1A of the Code. If the Agent terminates the agreement, they must comply with the requirements of Clause 10.1B of the Code.
- c. The Agent must terminate the agreement if a conflict of interest listed in Part 2 of the Code arises. In this case the Agent will notify the Department that they no longer act for the Client and will advise the Client about appointing another agent.
- d. If the agreement is terminated, the Client must pay any fees outstanding for work already performed by the Agent. The Client is not required to pay any fees for work not yet performed by the Agent.
- e. When the agreement is terminated, the Agent must deal with the Client's file in accordance with Part 10 of the Code.

8. RETENTION OF DOCUMENTS

- a. The Agent agrees to keep securely and in a way which will ensure confidentiality all documents provided by, or on behalf of, the Client or paid for by, or on behalf of, the Client until the earlier of:
 - (i) 7 years after the date of the last action on the file for the Client; or
 - (ii) when the documents are given to the Client or dealt with in accordance with the Client's written instructions.
- b. The Agent agrees to keep all other records required by Clause 6.1 of the Code for 7 years after the date of the last action on the file for the Client.
- c. After this date the Agent may destroy the documents and records above in a way which will ensure confidentiality.

9. CONFIDENTIALITY

- a. The Agent will preserve the confidentiality of the Client. The Agent will not disclose or allow to be disclosed confidential information about the Client or the Client's business without the Client's written consent, unless required by law.
- b. If applicable, the Agent will preserve the confidentiality of the Client's medical records and documents in accordance with the *Privacy Act*.

10. RESOLUTION OF DISPUTES

- a. If a dispute arises—out of or relating to this agreement, or the breach, termination, validity, or subject matter thereof, or as to any related claim in restitution or at law, in equity or pursuant to any statute—the parties agree to discuss the

dispute with the aim of reaching an agreement that is acceptable to both sides. The agreement will be documented in writing, dated and signed by both the Agent and the Client.

- b. If one party requests an opportunity to discuss the dispute, the parties should attempt to reach an agreement within 21 days of that request (or a longer period if agreed between the parties).
- c. If the parties cannot reach an agreement within 21 days, the parties agree to refer the dispute to the Australian Commercial Disputes Centre (ACDC) for final settlement by a single arbitrator appointed in accordance with the Rules of the ACDC, or by another dispute resolution process suggested by ACDC and accepted by the parties. It is expected that any fees payable to ACDC or to the person appointed by ACDC will be paid by the parties equally.
- d. If the parties have been unable to resolve their dispute through ACDC, either party may commence Court proceedings but not before the expiry of 28 days from the date of referral to ACDC.
- e. A Client may vary the procedure set out in this clause if the Client can establish that DIAC may require the Client to depart Australia.

SCHEDULE OF FEES

1. FEE TYPE *[Delete or ~~strike out~~ whichever is not applicable]*

- l. Lump Sum Agreement
- m. Hourly Rate

2. GST

- a. Is payable on this transaction
- b. Is not payable on this transaction

3. FEE ESTIMATE

Part 5 of the Code requires Agents to set and charge a fee that is reasonable in the circumstances.

- a. For Hourly Rate agreements: \$150.00 per hour (plus 10% GST if applicable)
- b. For Lump Sum agreements, the fee estimate for each service is as follows:

i. Skill assessment	\$
ii. State territory nomination	\$
iii. Immigration representation	\$
TOTAL LUMP SUM ESTIMATE	\$

- c. The Agent must give the Client written notice of any material change to the estimated cost as soon as the Agent becomes aware of the likelihood of a change occurring.

4. OTHER CHARGES

These charges are **in addition** to the fees noted above and may attract GST. The Agent may, at any time, withdraw money from the Client's account for disbursements (i.e. charges) that are required to be paid to the Department, or any other agency, for the client. Please note Departmental application fees generally are increased in July of each year, and there may be a necessity for the Client to pay the balance in the event the application fees rise after receiving any monies and before the application fees fall due.

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|----------------------------------|-----|
| a. First Instalment Visa Charge | A\$ |
| b. Second Instalment Visa Charge | A\$ |
| c. Skill Assessment | A\$ |
| d. Other | A\$ |

5. PAYMENT METHOD AND STRUCTURE

- e. The Agent will hold all fees paid in advance in the Clients' Account;
- f. After the Agent has completed each block of work outlined above, and issued an invoice which sets out:
 - (i) the particulars of each service performed; and
 - (ii) the charge made in respect of each such service;
 - (iii) the Agent will be entitled to withdraw the fees relating to that block from the Clients' Account.

THANK YOU FOR TRUSTING ICA
We are your partner in your Australian dream

Conocimientos • Ética • Profesionalidad

Información sobre la Regulación de la Profesión de Asesoramiento de Migraciones

Esta traducción ha sido preparada por MARA para ayudar a los clientes a entender la Información sobre la Regulación de la Profesión de Asesoramiento de Migraciones (IRMAP), que está en inglés solamente.

¡Felicitaciones por su elección de un Agente de Migraciones Matriculado!

Los Agentes de Migraciones Matriculados son profesionales altamente calificados. Deben satisfacer normas de competencia, acatar un Código de Conducta y estar siempre actualizados en su conocimiento de la ley y procedimientos migratorios. Es ilegal ofrecer asistencia migratoria en Australia sin estar registrado en el Ente de Matriculación de Agentes de Migraciones (Migration Agents Registration Authority – MARA).

Este documento intenta ayudarlo en la utilización de los servicios de su agente.

Agentes de Migraciones Matriculados

Los agentes de migraciones en Australia deben estar matriculados. Los Agentes de Migraciones Matriculados (AMMs) deben tener el Código de Conducta en un lugar visible en su oficina y se lo facilitarán cuando lo solicite.

Un AMM debe:

- ser honesto sobre sus posibilidades de obtener la visa que desea.
- mantenerlo informado sobre el progreso de su solicitud y cualquier cambio que pueda afectarla.
- estar disponible en horario comercial y avisarle si cambia sus datos de contacto.
- actuar de manera legal, seguir sus instrucciones y proteger sus intereses y confidencialidad.
- declarar cualquier interés que tenga que pueda afectar su solicitud y no representarlo cuando exista algún conflicto de intereses.
- proporcionarle un informe escrito, antes de comenzar a trabajar, de los servicios que serán provistos, los honorarios y demás costos; y un informe similar al finalizar con los servicios que fueron realmente prestados y los honorarios cobrados.
- cobrar honorarios razonables, y si usted paga por adelantado, depositar ese dinero en una cuenta de banco separada.
- asesorarlo de manera oportuna y correcta y notificarle por escrito sobre el resultado de su solicitud lo antes posible.

Quejas

Aunque usted no debería tener problemas con los servicios prestados por su AMM, si los tiene, debe tratar de resolverlos directamente con él. Si no puede resolverlos, contáctese con el Ente. Se le pedirá que complete un formulario de queja formal que puede ser enviado al agente durante la investigación del Ente, que será justa e imparcial.

Si desea corroborar la matriculación de su agente, o saber más sobre los procedimientos de queja, visite el sitio web del Ente: www.themara.com.au.

MARA

Bajo la Ley de Migraciones (Migration Act 1958), el Ente:

- matricula nuevos agentes de migraciones y vuelve a matricular a los agentes existentes.
- aprueba el curso de ingreso y las actividades de desarrollo profesional de los agentes.
- controla la conducta de los AMMs.
- investiga las quejas contra los AMMs y los sanciona cuando corresponda.

Sin embargo, el Ente no puede ayudarlo con su solicitud y/o auspicio u ordenar al AMM a que realice un reembolso.

Válido hasta 01/01/2009

www.themara.com.au