Migration Agent Registration Number (MARN): 2619639
Issued by the Office of Migration Agents Registration Authority (OMARA), part of the Australian Department of Home Affairs.

Our Code of Conduct

Our Commitment to You

Migration law is complex, and pathways aren't always clear-cut. Wherever you sit in your journey, here is what you can expect from us.

Straight talk, no jargon: We'll always be truthful and transparent about your options — explained plainly, at a pace that suits you.

The full picture: Where more than one pathway exists, we'll set out the pros and cons of each so you can decide with confidence.

No pressure, ever: We will not overpromise, oversell, pressure sell or mislead you about what's realistically available to you.

Everything in writing: Our scope of engagement, terms and fees are set out in a written, legally enforceable agreement — and we deliver exactly to it.

Should We?: Who we act for, and how we act isn't always clear. So we don't ask "Can We?" We ask "Should We?"

Zero tolerance for fraud or deception: We are advocates for ethical, lawful and compliant migration, with zero tolerance for fraud, misleading conduct, or concealment of information.

We will always provide you a copy of the Consumer Guide – Registered Migration Agents

1. **Purpose of this policy**

   This Code of Conduct policy sets out the principles and practices of Fox Visa Pty Ltd trading as **Your Home Visa** (ABN: 89692513796) and its related entities and affiliate businesses (collectively, 'the **Your Home Group**' or '**We**'). It helps demonstrates the standards to which we hold ourselves.

2. **The 'Should We' test**

   We advocate for ethical, lawful and compliant migration, with zero tolerance for fraud, misleading conduct or concealment. To stay on the right side of that line, we keep asking ourselves "Should We?" Deciding who we act for, and which services we offer, can be difficult. Being permitted to act doesn't mean we should.

   Our 'Should We' test asks:

   - Is the work we are doing consistent with our values and our policies?
   - Are we being fair and reasonable to our clients, the migration industry and the community?
   - Would we be comfortable acting this way with a family member or close friend?

3. **Our Conduct – how we work**

   We will:

   - Work in a way that is compliant with the Department of Home Affairs, *Code of Conduct for registered migration agents 2022 (the 'Code')*.
   - Provide our clients a copy of the Consumer Guide – Registered Migration Agents.

   We will:

   - Act professionally, competently, diligently, ethically, honestly and with integrity; avoid conduct likely to damage the reputation of migration agents or the industry
   - Treat all persons with appropriate respect with no harassment, coercion, unconscionable conduct or victimisation
   - Not make false or misleading statements
   - Not do anything to breach the Code.

   When working with clients, providing migration advisory advice or services, and applying for visas on behalf of clients, we will:

   - Comply with migration law and not act to defeat or evade it. If at any time compliance is ambiguous (grey) then we will not proceed and reserve the right to refuse to act for a client.

- Not withhold information/documents to cause delay, or frustrate/abuse review and appeal processes
- Not give immigration assistance believed to be futile
- Seek to verify any known or suspected false/misleading material
- Correct false or misleading statements/documents or any concealed information, with client agreement and consent

Our team members will:

- Maintain sufficient knowledge/skills and an up-to-date professional library of migration regulations and policy
- Ensure client advice is given only by registered agent
- Display MARN correctly on correspondence, business cards, website, social media and advertising and report any misuse of MARN
- Not make false/misleading claims about qualifications, migration opportunities, risks, procedure, special relationships with officials, or ability to procure outcomes
- Hold (or are covered by) professional indemnity insurance. For details of our professional indemnity insurance, write to us at PO Box 87, Coniston, NSW, 2500.

4. Our engagement with clients

We will:

- Act in our client's legitimate interests and follow client instructions (where reasonable, lawful and covered in our service agreement).
- Respond promptly to our clients. We acknowledge that our clients might be working to tight and important deadlines.
- Keep clients informed of lodgements, developments, and provide copies of applications/submissions to our clients.
- Avoid unnecessary expense or delay.
- Never give false or misleading documents to clients.
- Disclose conflicts of interest and not act for a client where there's an actual conflict.
- Maintain confidentiality of client information (refer to our Privacy Policy for more details).
- Verify the identity of our clients and any intermediaries.
- Conduct business in English language (we can arrange interpreters on request)

5. Our business practices

We will:

- Enter into a written service agreement with our client, before charging or acting for the client.
- Charge only fair and reasonable fees and disbursements as set out in the written service agreement and provide itemised invoices and receipts.
- Handle client money strictly through a segregated bank account that has been established only for permitted purposes of handling client money.
- Keep records of communications and maintain comprehensive client files for 7 years (refer to our Privacy Policy for more details).