



MIGRATION | EDUCATION

CLIENT WORKING WITH TWGG BROCHURE Roles and Obligations for Both of Us

1. BEST WAY TO CONTACT US FOR BETTER RESULT

Rather than phone or mobile, email is the best way to contact us. We try to respond within 24 hours. You can contact for visa at visa@twgg.com.au, education at study@twgg.com.au or general queries at ask@twgg.com.au. It will save your time and our time. And it will be also on record for both of us if issues arise.

2. IMMI ACCOUNT UPDATES BY CLIENT

Once the visa is lodged, you can have access to Immi Account. You do not want you to upload or make changes in anyway to Immi Account. If you have new documents or change of circumstances, please inform us and we will update the Immi Account. If you update or upload documents, then we are not liable for it and we may terminate your contract with us. Once you appoint us as agent, please let us do our work or it will jeopardize your visa.

3. WHAT TWGG WILL DO WHEN WE ACT FOR YOU

- Be courteous and polite at all times.
- Act in your best interests only.
- Keep your information confidential unless you give us permission to disclose it or we are required by law to disclose it.
- To enables us to handle your matter as quickly and economically as possible, we may have more than one legal practitioner working on your file with assistance from other staff members.
- Give you a written agreement setting out what we have agreed to do, who will work on your matter, how we will charge for our services and the likely final cost.



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- Return your phone calls within 24 hours during the normal business week or if unable to do so, have someone else from our office contact you. Our office hours are 10.00am to 5.30pm Monday to Friday with lunch break from 1.00pm to 2.00pm.
- Read and respond to your emails within 24 or 48 hours during the normal business week as we will not always be able to read or respond to your emails as soon as you send them.
- Keep you informed of the progress of your matter by your preferred means at least monthly and when issues arise.
- Discuss with you the risks involved, any alternative courses of action and your prospects of success to enable you to make a fully informed decision about how you want to proceed.
- Record our conversations with you but we will always tell you when we do so and give you a copy of the recording if you ask for it.
- Keep our files and documents in an electronic format. The backup is stored in Amazon AWS server.
- If you ask for our files at the end of the matter, we will give you the documents with extra charge of scanning and fees for the person scanning the documents.

4. **WHEN WE WILL STOP ACTING FOR YOU**

In almost all cases we will continue to act for you until your matter is finalized.

In some cases, we may stop acting before the matter is finalized where:

- a conflict arises where we cannot act in your best interests only
- you do not provide us with instructions when we require them
- you do not accept our advice
- you ask us to act in a way that would be unethical or illegal
- you do not pay our accounts within the time specified.



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- We will notify you immediately if we cease to act for you.

5. WHAT WE EXPECT FROM YOU

- Be courteous and polite at all times with our team members. If you behave rudely then we may discontinue our services with you and deduct amount till that day the work, we have performed for you.
- Give all the information and documents that are genuine. Later if it found not be then we are not responsible for it.
- Give clear instruction for us to do work. Please send via email so that there is a record
- Give clear instruction about your case, background and what you want us to do in email for record and clear understanding.
- Be frank and honest to us about your case. Later if we find that you gave us misleading and incorrect information, we are not responsible for it.
- Tell us before our first appointment if you think you need an interpreter.

6. AT THE FIRST APPOINTMENT

- Provide us with a photo ID such as a current passport with visa copy.
- Educational services are FREE except on rare cases if we assist you in Release Letter and so on. We will advise you before we proceed. The maximum fees might be \$550.00.
- You may have to pay visa initial consultation charge from \$110.00 - \$396.00 depending on the complexity and time of your case. That money is refunded or advised if you sign up with same consultation visa within 3 months.
- We will charge you \$396.00 if you fail to turn up or notice not given 24 hours before the meeting for not attending the meeting.
- Provide us with evidence of your authority to act if you are acting on behalf of another person, for example if you are acting as an attorney you must provide the original power of attorney or a certified copy.
- Tell us promptly if your current address, email and telephone number changes.



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7. AT FOLLOW UP APPOINTMENTS FOR IMPORTANT MATTER

Please Use Email for Follow Up

- After your first appointment, if you could not make up your mind for us to act for you and need extra information, you make a second appointment for free.
- Make an appointment ahead of time if you would like to have a face to face meeting with us. We may not be available to see you or be able to prepare properly for the meeting if you arrive at our office unannounced.
- Write down any questions or comments you have in paper and bring them to meetings with us rather contacting us by telephone when you think of them. Or you can email that before you visit us so that we are well prepared to give you best advice. This will be productive for you and us and give you proper advice.
- Give us reasonable prior notice if you are unable to attend any appointment. Failing to attend an appointment may cause delays in the running of your matter and cost you money or prejudice your rights.
- We will charge you \$396.00 if you fail to turn up or notice not given 24 hours before the meeting for not attending the meeting.
- Make arrangements for alternative care for your child(ren) when you come to appointments with us if you have child.
- Tell us before recording our conversations with you and give us a copy of the recording if we ask for it.

8. DURING THE COURSE OF THE MATTER AFTER WE ACT FOR YOU

- Read any material we send you, including emails, letters and reports, and retain it in an organized format.
- Give us your instructions within a reasonable time when we request them. For urgent matters please contact us by telephone, otherwise your instructions should be in writing by email for urgent matter also. Instructions by text message will not be accepted.



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- Give us all information we request within a reasonable time. Any delay in providing all relevant material may cost you more money as we will have to spend time making further requests for the material and may prejudice your rights. It may jeopardize your visa and we will not be held liable for it if Department make decision with insufficient documents or information.
- If you find it hard to organize the documents, tell us in advance for the reasons, so that we can seek extension from the Department. Department may give extension or not, so you must be prepared to give all documents and information in time. If it is not submitted on time then, it may jeopardize your visa and we will not be held liable for it
- Tell us promptly if your current address, email and telephone number changes.
- Tell us straight away if you are unhappy with the service you have received from us so we can improve it. You are welcome to contact our manager or director if you do not feel comfortable speaking directly with the person handling your matter.
- You can give us written notice to stop all work on your behalf at any time.
- Pay our accounts within the time specified. You should tell us immediately if you are experiencing financial difficulties and/or are unable to pay our accounts in a timely manner. It may not occur as now we need to pay our fees on full before we lodge your visa and whole block of work is finished. Ant other correspondence we do to Department is for is free unless its natural justice letter, fraud documents, misleading information, health or character issue. We will charge extra to respond to it.

9. AFTER THE APPLICATION IS LODGED OR IN CASE OF EDUCATION APPLICATION TO PROVIDER IS LODGED

- After the application is lodged, we would like any correspondence with us by email only. Phone call will disturb the work we do for your work and other client's work. There is only limited time in a day.
- Numerous phone calls will not help your cause. If there are numerous phone calls, we ask for fees before we respond to it.
- Please inform if you did not receive your response by email to us.



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- We will forward all the correspondence that we receive from the Department on reasonable time. On the same day or next day.
- Then we will help you with the request Department has asked for. If the request is of not in normal request, we will charge extra to respond. It may be natural justice letter, fraud documents, misleading information, health or character issue or any other issue.
- After we receive all the documents that Department has asked for, we will notify you that we have submitted the documents. And we wait for the decision of the Department. If Department does not make decision after their normal processing times, we may contact Department to ask for the reasons or you may contact the Department yourself.
- Tell us straight away if you are unhappy with the service you have received from us, so we can improve it. You are welcome to contact our manager or director if you do not feel comfortable speaking directly with the person handling your matter.
- We expect again to email us about the progress and any issue via email only.

10. AFTER THE DECISION IS MADE OR COE IS ISSUED

- We usually only take case which has reasonable success. The visa grant letter is sent to you on the same day or next day depending on your accounts being cleared. Please read the visa grant letter properly. Nowadays there are lots of information on visa grant letter.
- We will advise you also conditions that are attached to your visa conditions and any other issue.
- In a rare case, if your visa has been refused, we will discuss your options. If you decide to appeal, we will appeal at Administrative Appeals Tribunal and it will be different case and charge you accordingly.

11. AFTER COE, STUDENT VISA LODGMENT

Our visa team will lodge your student visa. Please use email for correspondence. The phone call will disturb our work and we may charge you extra if you make numerous phone calls.



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12. AFTER VISA GRANT

We get our business from word of mouth. After you get your visa grant, we request you to write testimonials for other prospective client to make decision. Please rate our Facebook Page and write comments on <https://www.facebook.com/twggau/> and leave comments on Feedback, Suggestions & Complains Section in our TWGG Website - <https://twgg.com.au/feedback/migration/>.

It will really help us, and we sincerely thank you for it.

13. COMMISSION

We may receive commission for insurance and college that we refer. Please ask us the amount we receive if you ask.

14. PRIVACY

We maintain your privacy or confidentiality under Australian Privacy Law unless we are allowed to release the documents under law.

15. PERSONAL SAFETY

If you have any concerns about your safety, please notify us before you attend our office or any other appointments such as a hearing, so we can discuss options for your safety.

16. DATA STORAGE

We store your data at our office and back up at Amazon AWS server. We want to be paperless and scan all documents. Please do not leave any original documents with us.

We are not responsible for your original documents in any way as we do not keep it and please make sure that it is your responsibility to take the original with you. Please ask if you have any issue.

17. FEEDBACK, COMPLIMENT AND COMPLAINT

You agree that you will contact Tonnou Ghothane at tonnou@twgg.com.au to solve the issue internally before you proceed at outside party.



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18. COMPLAIN TO OUTSIDE BODY

If you are not happy with internal resolution, then we use the mediator chosen by both of us with our own costs. We have to use the mediators to solve the issue before you proceed to court. The jurisdiction is Victorian court.

a. VISA

You may also contact MARA - <https://www.mara.gov.au/>, our registered body after the mediation fails.

You can make complain Online - <https://www.mara.gov.au/contact-us/> or

You can Phone 1300 226 272 (in Australia) and +61 2 9078 3552 (from outside Australia)

Operating Hours are currently 10:00 AM to 1:00 PM AEST Business Days (Current Time in Sydney).

b. EDUCATION

In case of education, providers or education agent, you can contact Overseas Students - Commonwealth Ombudsman - <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>.

You can make complain Online by using Online Complaint Form - <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form> or

You can Phone 1300 362 072 (in Australia) and +61 2 6276 0111 (from outside Australia)

Operating Hours are currently 9:00 AM to 5:00 PM AEST Business Days (Current Time in Sydney).

Thank you once again for choosing our services. We hope that we gave you frank, candid and honest advice for your career, future, visa and migration issues and problems.