

To ensure you have the greatest chance of securing your visa successfully, make sure you follow these simple guidelines.

1. Know your deadline and start early

Contact your migration agent **several months before your current visa expires** and start a conversation about what needs to be done and when. It can take you several weeks to receive requested documents such as overseas police checks and statements from friends or family. Don't risk leaving it to the last minute!

2. Communicate openly

Stay in touch with your agent. Keep the communication channels open and respond to calls, emails and document requests as soon as you can.

3. Be honest

Provide as much information as you can about your situation. You risk a visa refusal if your agent doesn't have key pieces of information about your current or past situation. It is always best to submit a complete application with all the supporting evidence.

4. Organise your documents

Make a folder on your computer or cloud storage for your application. Scan and **save electronic versions of all relevant documents** in this folder, with a maximum file size of 5MB. Make sure you save each file with a clear name to show its content or purpose.

5. Respond quickly and clearly

Read carefully any document requests/checklists from your agent and respond in a timely manner. In your emails, make it clear which documents you have attached, **and which documents you don't have yet**. By doing the latter, your agent will have no doubts that you understand what documents you still need to provide.